OPTUM™

Optum Global Training Catalog

Table of Contents

Customer Training Services

Optum™ offers a wide range of programs and services designed to help organizations address workplace challenges by:

- Providing employees with current information and educational materials about work/life issues
- Heightening the awareness and visibility of organizational effectiveness programs
- Helping employees develop their work/life management skills
- Providing management with the opportunity to enhance employee relations by honing supervisory skills
- Conveying a supportive corporate culture to employees and their families

Training Programs

We offer training programs on a variety of topics related to workplace and work/life issues. These interactive, practical, and informative programs are conducted by members of the Optum network of experienced training professionals and utilize a variety of adult learning strategies. They may involve individual and group exercises, case studies or facilitated discussions.

Management Development

Our Management Development programs help managers polish communication skills and understand organizational dynamics. Managers learn how to enhance employee relationships and knowledge and improve morale and motivation in the workplace.

Employee Development

Our Employee Development, Wellness and Work/Life programs are meant to be introductory in nature, with the goals of increasing understanding and introducing effective behaviors.

Each program is listed in this catalogue with a brief synopsis of its content and important information relevant to the program.

Training Policies and Department Contact Information

- Scheduling: We ask that trainings are requested at least 30 days in advance. However, the Customer Training Department is sometimes able to accommodate more urgent requests as needed.
- Contracted hours: Contracted training/consulting hours are deducted in one-hour increments. For onsite trainings, we charge only for the onsite time it takes to conduct the training.
- Fee for service: If approved, customers will be charged an additional fee for training hours provided beyond those in their contracts.
- Travel time and expenses: No contracted hours are deducted for travel time. Travel expenses, if any, are billed additionally when preauthorized by the customer.
- Cancelled training:
  (U.S. trainings) When cancelling scheduled training, five full business days' notification is required. Shorter notice may result in a deduction of contracted training hours or an applied fee.
  (International trainings) Cancelation/ postponement policy on the confirmation email specifies the amount to be deducted from the bank of hours/fees.

- Cancelled travel: Any non-refundable travel expenses incurred as a result of cancelation will be billed to the customer, regardless of when the customer cancels.
- Critical Incident Response Services (CIRS): By working with the CIRS department, contracted training hours may also be used for CIRS. Consult your account manager for specifics.
- Language availability: Please refer to the Location/language index for a listing of countries and languages available for each training topic.
- Please note that customers with U.S. EAP access only will continue to receive trainings within the United States in English or Spanish only. Customers with access to International EAP will retain the ability to receive trainings in their
- appropriate countries and local languages; please refer to the Location/Language index under each title for more details.

Quality assurance

Optum is committed to offering training programs that are relevant to your organization and of the highest quality. Individual participants attending training as well as our customer contacts may have the option to evaluate the training program upon completion. Collected data will be summarized and analyzed for internal modifications and enhancements. Survey responses will be confidential and used solely to evaluate and improve our training programs.

How to Order a Training Program

7 To request a training:
*You may submit your request by accessing the **Online Training Order Form direct link**, through the Admin section on your organization's EAP site, or by working with your Account Manager.*

Below are a few things to consider as you prepare to submit a training request:

1. Please request trainings 30 days in advance.
2. Select programs that are appropriate for your organizational and employee needs and interests. If you need assistance or more information, call your Account Manager.
3. Choose several dates and times that meet your scheduling requirements. For onsite trainings, please have a room reserved for requested dates.
4. Training session(s) logistics:
   - Number of attendees expected in each session; between 10 and 50 is recommended
   - Number of sessions requested
   - Participants (managers, employees, other)
   - Location of the training (onsite training)
   - Contact person's name, address, phone number and email address
   - Description of the room to be used (size, tables, etc.) for onsite trainings only
   - Language of training

5. Be prepared to share any relevant workplace history, incidents or information — such as new policies or workplace changes — that will be helpful to the trainer.

A cooperative effort …

In order to maximize the training benefit, we ask you to:
- Have training space available to accommodate expected participants (onsite training).
- Have a flip chart or white board available and an overhead projector or LCD projector and laptop computer—onsite trainings only
- If scheduling back-to-back sessions, build in a 10 to15 minute break between sessions to allow time for the trainer to address any changes that may be needed and to allow any change of audience/comfort break for attendees attending multiple sessions.

Questions or concerns? Please reach out to your Account Manager or the Customer Training Team.

What's New?

Optum has additional offerings for both US and Non-US locations detailed below:

New Topics Available:

o   Menopause and Mental Health

Now Available Internationally:

o   Suicide Prevention

New Language Availability for Webinars:

o   Arabic

‼ Language availability: Please refer to the country/language index for a listing of countries and languages available for each training topic.

COVID-19-Related Topic Update:

o   To enhance your experience of our training and make the offering more consistent, we have included our available COVID-19 topics here instead of having a separate catalogue.

‼ For all topics, we ask that trainings are requested at least 30 days in advance. However, the Customer Training Department is sometimes able to accommodate more urgent requests dependent on the particularities of the request.

Professional Development for Managers and Supervisors

Management Development
- Building Resiliency for Managers
- Critical Incident Stress for Managers
- How to Address Performance Concerns (US Only)
- How to Build Successful Teams, Manager
- How to Improve Communication Skills, Manager
- How to Manage Change, Manager
- How to Use Conflict as Opportunity, Manager
- Mental Health Fundamentals for Managers
- Preventing Bullying and Harassment for Managers
- Preventing Sexual Harassment, Manager (US Only)
- Substance Use Disorder in the Workplace: A Manager's Responsibilities

Performance Management
- How to Build Workplace Motivation and Morale in the Workplace
- How to Coach for Success
- How to Manage People Effectively
- How to Recognize Change in Employees and Take Appropriate Action (US Only)

Building Resiliency for Managers (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: Managers and Supervisors
Delivery Time: 1-hour with Q&A
Do you wake up with energy and vitality for the day ahead? Do you come home with enough energy left for your family, friends and yourself? Most people say a resounding "no" to these questions. The way we manage the demands in our lives can leave us energized or drained. This session looks at how to recognize stress, manage it and develop positive coping strategies to maintain a high level of resilience in our lives. This session is built specifically for managers and looks at how to recognize stress in a team. It also looks at how to deal with the effects on stress in teams and individual staff members.

Participants will:
- Understand the causes of stress.
- Recognize the signs and long-term effects of stress.
- Develop personal stress management strategies.
- Help Managers and Team Leaders effectively manage stress within teams and individual staff.
- Help Managers and Team Leaders understand the managerial qualities necessary to reduce stress within team.
- Strategies to build resilience

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Romania	English and Romanian
Australia	English	Ireland	English	Russian Federation	Russian
Austria	German	Israel	Hebrew	Serbia	Serbian
Belgium	Dutch, English, and French	Italy	English and Italian	Singapore	English
Brazil	Portuguese	Japan	English and Japanese	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Chile	Spanish	Kenya	English and Kiswahili	South Korea	Korean
China	Mandarin	Luxembourg	Dutch, English, and French	Spain	English and Spanish
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Costa Rica	Spanish	Mexico	Spanish	Taiwan	Mandarin
Czech Republic	Czech and English	Netherlands	Dutch and English	Thailand	English and Thai
Ecuador	Spanish	New Zealand	English	Trinidad and Tobago	English
Egypt	Arabic and English	Nigeria	English	Turkey	Turkish
El Salvador	Spanish	Pakistan	English and Urdu	Ukraine	Russian
Germany	German	Panama	Spanish	United Arab Emirates	English
Greece	English and Greek	Peru	Spanish	United Kingdom	English
Guatemala	Spanish	Philippines	English and Filipino	United States	English and Spanish
Hong Kong	English	Poland	English and Polish	Uruguay	Spanish
Hungary	English and Hungarian	Portugal	Portuguese	Venezuela	Spanish
India	English	Puerto Rico	English		

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Hebrew	Russian
	Bahasa Malaysia	Hungarian	Serbian
	Bulgarian	Italian	Slovakian
	Czech	Japanese	Spanish (European)
	Dutch	Kiswahili	Spanish (Latin American)
	English	Korean	Thai
	Filipino	Mandarin	Turkish
	French (Canadian)	Polish	Urdu
	French (European)	Portuguese (Brazilian)	
	German	Portuguese (European)	

Critical Incident Stress for Managers (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: Managers and Supervisors
Delivery Time: 1-hour with Q&A
Workplace trauma or critical incidents can impact any of us, regardless of our position, level of experience or degree of involvement. Shock, confusion and exhaustion are a few of the reactions we encounter following these events. When a critical or traumatic incident occurs, employees will turn to their managers for direction and guidance. This session focuses on increasing our understanding of the nature of workplace critical incidents and the role that managers play in responding effectively.

Participants will:
- Define critical incidents
- Determine impact
- Understand the difference between direct vs. in-direct trauma
- Understand vicarious trauma
- Signs and reactions
- The manager's role

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Ireland	English	Romania	English and Romanian
Australia	English	Italy	English and Italian	Russian Federation	Russian
Austria	German	Japan	English and Japanese	Serbia	Serbian
Belgium	Dutch, English, and French	Kenya	English and Kiswahili	Singapore	English
Brazil	Portuguese	Luxembourg	Dutch, English, and French	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Malaysia	Bahasa Malaysia and English	South Africa	English
Chile	Spanish	Mexico	Spanish	South Korea	Korean
China	Mandarin	Netherlands	Dutch and English	Spain	English and Spanish
Colombia	Spanish	New Zealand	English	Switzerland	English, French, and German
Costa Rica	Spanish	Pakistan	English and Urdu	Thailand	English and Thai
Ecuador	Spanish	Panama	Spanish	Trinidad and Tobago	English
Egypt	Arabic and English	Paraguay	Spanish	United Arab Emirates	English
El Salvador	Spanish	Peru	Spanish	United Kingdom	English
Guatemala	Spanish	Philippines	English and Filipino	United States	English and Spanish
Hong Kong	English	Poland	Polish	Uruguay	Spanish
Hungary	English and Hungarian	Portugal	Portuguese	Venezuela	Spanish
India	English	Puerto Rico	English	Vietnam	English and Vietnamese

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Hebrew	Romanian
Spanish	Bahasa Indonesia	Hungarian	Russian
	Bulgarian	Italian	Serbian
	English	Japanese	Spanish (European)
	French (Canadian)	Mandarin	Spanish (Latin American)
	French (European)	Polish	Thai
	German	Portuguese (Brazilian)	Urdu
	Greek	Portuguese (European)	Vietnamese

How to Address Performance Concerns (US Only)
Targeted Audience: Managers and Supervisors
Delivery Time: 1-hour with Q&A
How you handle performance concerns as a manager is central to your organization's success, as well as your own. How can you be fair yet firm? This training program for managers uses lecture, written exercises and group discussion to explore how to better address performance concerns in the workplace.

Participants will:
- Discuss effective strategies for confronting employees
- Create a plan for how to handle verbal or physical abuse
- Provide insight into the necessity for solid documentation
- Discuss why addressing performance concerns is critical to success
- Discuss how to reimagine confrontation as an overall positive process
- Provide an overview of common performance concerns and strategies for addressing them

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training
English
Spanish

How to Build Successful Teams, Manager
Targeted Audience: Managers and Supervisors
Delivery Time: U.S. 3-hours with Q&A, Non-U.S. 1-hour with Q&A
Managers will learn to identify the characteristics of effective teamwork, influence the work group function and recognize the signs of difficulty on a team. This program will also help participants form and maintain effective teams and improve productivity and morale.

Participants will:
- Define teamwork
- Determine their individual work style
- Learn how to modify work style for team effectiveness
- Identify the qualities and characteristics of effective teams

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bolivia	Spanish	Italy	Italian	Singapore	English
Brazil	Portuguese	Japan	Japanese	Slovakia	English and Slovak
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Chile	Spanish	Kenya	English and Kiswahili	Spain	English and Spanish
Colombia	Spanish	Malaysia	English	Switzerland	English, French, and German
Costa Rica	Spanish	Mexico	Spanish	Taiwan	Mandarin
Czech Republic	Czech and English	New Zealand	English	Trinidad and Tobago	English
Dominican Republic	Spanish	Nicaragua	Spanish	Ukraine	Russian
Ecuador	Spanish	Panama	Spanish	United Arab Emirates	English
El Salvador	Spanish	Paraguay	Spanish	United Kingdom	English
Germany	English and German	Peru	Spanish	United States	English and Spanish
Greece	English and Greece	Philippines	English	Uruguay	Spanish
Guatemala	Spanish	Portugal	Portuguese	Venezuela	Spanish
Honduras	Spanish	Puerto Rico	English	Vietnam	English and Vietnamese
India	English	Russian Federation	Russian		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Italian	Serbian
	Bulgarian	Japanese	Slovakian
	Czech	Kiswahili	Spanish (European)
	English	Mandarin	Spanish (Latin American)
	French (European)	Portuguese (Brazilian)	

How to Improve Communication Skills, Manager
Targeted Audience: Managers and Supervisors
Delivery Time: U.S. 2-hours with Q&A, Non-U.S. 1-hour with Q&A
The level of a manager's influence relies heavily on their communication skills. This program will address the communication concerns managers uniquely face, exploring the skills required to be effective.

Participants will:
- Practice active listening
- Identify communication issues
- Determine payoffs of effective communication
- Recognize obstacles to effective communication
- Apply positive communication for problem-solving
- Create an action plan to improve communication skills
- Describe differences between passive, aggressive and assertive communication styles

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Puerto Rico	English
Australia	English	Indonesia	Bahasa Indonesia and English	Romania	English and Romanian
Austria	English and German	Ireland	English	Russian Federation	Russian
Belgium	Dutch, English, and French	Italy	Italian	Serbia	Serbian
Brazil	Portuguese	Japan	Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	Spain	English and Spanish
Chile	Spanish	Luxembourg	Dutch, English, and French	South Africa	English
China	Mandarin	Malaysia	English	South Korea	Korean
Colombia	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Costa Rica	Spanish	Netherlands	Dutch and English	Taiwan	English and Mandarin
Czech Republic	Czech and English	New Zealand	English	Thailand	English and Thai
Ecuador	Spanish	Nigeria	English	Ukraine	Russian
Egypt	English	Pakistan	English and Urdu	United Arab Emirates	English
France	French	Panama	Spanish	United Kingdom	English
Germany	English and German	Peru	Spanish	United States	English and Spanish
Greece	English and Greek	Philippines	English and Filipino	Venezuela	Spanish
Hong Kong	English	Poland	Polish	Vietnam	English and Vietnamese
Hungary	English and Hungarian	Portugal	English and Portuguese		

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English	Arabic	Greek	Romanian
Spanish	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Serbian
	Cantonese	Japanese	Slovakian
	Czech	Kiswahili	Spanish (European)
	Dutch	Korean	Spanish (Latin American)
	English	Mandarin	Thai
	Filipino	Polish	Urdu
	French (European)	Portuguese (Brazilian)	Vietnamese
	German	Portuguese (European)	

How to Manage Change, Manager
Targeted Audience: Managers and Supervisors
Delivery Time: U.S. 2-hours with Q&A, Non-U.S. 1-hour with Q&A
Supervisors face a double challenge during workplace transition. As employees, they're affected by the changes, but as supervisors they must lead others through change. This program is designed to support supervisors in the midst of a changing work environment. It also introduces the skills needed to assist employees in managing the process.

Participants will:
- Identify managerial transition strategies
- Examine employee morale and how that affects transitions
- Determine how to respond proactively to workplace transitions
- Develop strategies to ease transitions for employees and for yourself as a manager

Recommendations: This program is most effective when an HR representative attends. HR can address any questions about available employee resources, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hong Kong	English	Philippines	English
Australia	English	Hungary	English and Hungarian	Poland	Polish and English
Austria	English	India	English	Portugal	Portuguese
Belgium	English	Indonesia	Bahasa Indonesia	Puerto Rico	English
Bolivia	Spanish	Ireland	English	Romania	Romanian
Bulgaria	Bulgarian and English	Israel	English	Russian Federation	Russian
Canada	English and French	Italy	English and Italian	Singapore	English
Chile	Spanish	Japan	Japanese	Slovakia	English and Slovakian
Colombia	Spanish	Kenya	English and Kiswahili	South Africa	English
Costa Rica	Spanish	Luxembourg	English	Spain	English and Spanish
Czech Republic	Czech and English	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Dominican Republic	Spanish	Mexico	Spanish	Taiwan	Mandarin
Ecuador	Spanish	Netherlands	English	Thailand	English and Thai
Egypt	Arabic and English	New Zealand	English	Trinidad and Tobago	English
El Salvador	Spanish	Nicaragua	Spanish	Ukraine	Russian
France	French	Nigeria	English	United Arab Emirates	English
Germany	German	Pakistan	English and Urdu	United Kingdom	English
Greece	English and Greece	Panama	Spanish	United States	English and Spanish
Guatemala	Spanish	Paraguay	Spanish	Uruguay	Spanish
Honduras	Spanish	Peru	Spanish	Venezuela	Spanish

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Hungarian	Russian
	Bahasa Malaysia	Italian	Slovakian
	Bulgarian	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	English	Mandarin	Thai
	French (Canadian)	Polish	Urdu
	French (European)	Portuguese (Brazilian)	
	German	Portuguese (European)	

How to Use Conflict as Opportunity, Manager
Targeted Audience: Managers and Supervisors
Delivery Time: U.S. 3-hours with Q&A, Non-U.S. 1-hour with Q&A
In addition to the general information covered in the employee conflict presentation, this program focuses on sources of initial and ongoing conflict, negotiations, conflict analysis, the benefits of conflict, case studies and the anatomy of an argument. It also covers setting the stage, ground rules and procedures for conflict resolution.

Participants will:
- Explore how to view others objectively
- Assess personal conflict resolution style
- Discuss the value of conflict as an opportunity
- Examine how to improve communication skills
- Identify misunderstandings in conflict situations
- Apply and practice conflict resolution strategies

Recommendations: This program is most effective when management and HR are familiar with conflict resolution procedures and agree to implementation of the process. It's helpful to train designated managers and HR representatives to act as neutral third-party facilitators in the conflict-resolution process.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Romania	English and Romanian
Australia	English	Indonesia	Bahasa Indonesia	Russian Federation	Russian
Austria	English and German	Ireland	English	Serbia	Serbian
Belgium	Dutch, English, and French	Italy	Italian	Singapore	English
Brazil	Portuguese	Japan	Japanese	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Canada	English and French	Kenya	English and Kiswahili	South Korea	Korean
Chile	Spanish	Luxembourg	Dutch, English, and French	Spain	English and Spanish
China	Mandarin	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Colombia	Spanish	Mexico	Spanish	Taiwan	Mandarin
Costa Rica	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Czech Republic	Czech and English	New Zealand	English	Ukraine	Russian
Ecuador	Spanish	Pakistan	English and Urdu	United Arab Emirates	English
Egypt	English	Panama	Spanish	United Kingdom	English
France	French	Peru	Spanish	United States	English and Spanish
Germany	English and German	Philippines	English and Filipino	Venezuela	Spanish
Greece	English and Greek	Poland	Polish	Vietnam	English and Vietnamese
Hong Kong	English	Portugal	English and Portuguese		
Hungary	English and Hungarian	Puerto Rico	English		

Webinar training currently available in the following languages:
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English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Hungarian	Russian
	Bahasa Malaysia	Italian	Slovakian
	Bulgarian	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	Dutch	Korean	Thai
	English	Mandarin	Urdu
	Filipino	Polish	Vietnamese
	French (European)	Portuguese (Brazilian)	
	German	Portuguese (European)	

Mental Health Fundamentals for Managers (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: Managers and Supervisors
Delivery Time: 1-hour with Q&A
This session is intended to provide a general understanding of mental health issues and their effects on work performance. There is a focus on key communication skills and enhancing management and support through the early identification of issues. Managers will be educated on the importance of maintaining their own professional boundaries and self-care when dealing with staff experiencing mental health issues.

Participants will:
- Understand common mental health issues and issues surrounding these
- Discuss indicators and symptoms of mental health issues
- Introduce a model of intervention
- Understand reasonable work adjustments for the individual and the team
- Understand the role of the manager and establish clear boundaries for effective management
- Develop strategies for managing staff affected by mental health issues

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Puerto Rico	English
Australia	English	Indonesia	Bahasa Indonesia	Romania	English and Romanian
Austria	English and German	Ireland	English	Russian Federation	Russian
Belgium	Dutch, English, and French	Italy	English and Italian	Serbia	Serbian
Brazil	Portuguese	Japan	English and Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Canada	English and French	Luxembourg	Dutch, English, and French	South Africa	English
Chile	Spanish	Malaysia	Bahasa Malaysia and English	South Korea	Korean
China	Mandarin	Mexico	Spanish	Spain	English and Spanish
Colombia	Spanish	Netherlands	Dutch and English	Switzerland	English, French, and German
Costa Rica	Spanish	New Zealand	English	Taiwan	English and Mandarin
Czech Republic	Czech and English	Nigeria	English	Thailand	English and Thai
Ecuador	Spanish	Pakistan	English and Urdu	Trinidad and Tobago	English
France	French	Panama	Spanish	United Arab Emirates	English
Germany	English and German	Peru	Spanish	United Kingdom	English
Greece	English and Greek	Philippines	English and Filipino	United States	English and Spanish
Hong Kong	English	Poland	Polish	Venezuela	Spanish
Hungary	English and Hungarian	Portugal	English and Portuguese	Vietnam	English and Vietnamese

Webinar training currently available in the following languages:
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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Romanian
	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Serbian
	Czech	Japanese	Slovakian
	Dutch	Kiswahili	Spanish (European)
	English	Korean	Spanish (Latin American)
	Filipino	Mandarin	Thai
	French (Canadian)	Polish	Urdu
	French (European)	Portuguese (Brazilian)	Vietnamese

Preventing Bullying, Harassment and Discrimination for Managers
Targeted Audience: Managers and Supervisors
Delivery Time: 1-hour with Q&A
This session is designed to help managers understand and define the problem of workplace bullying in the workplace and how to provide sensible, best practice strategies of recognizing, managing and removing the risks of bullying.

Participants will:
- Understand what bullying is and is not
- Defining prejudice, discrimination, harassment, bullying and other similar concepts or associated behaviors
- Understand how prejudice, discrimination, bullying, and harassment impact the workplace
- Discuss an employers' duty of care as well as the manager's responsibility

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hong Kong	English	Portugal	Portuguese
Australia	English	Hungary	English and Hungarian	Puerto Rico	English
Austria	German	India	English	Romania	English and Romanian
Belgium	Dutch, English, and French	Indonesia	Bahasa Indonesia	Russian Federation	Russian
Brazil	Portuguese	Italy	English and Italian	Singapore	English
Bulgaria	Bulgarian and English	Japan	English and Japanese	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Luxembourg	Dutch, English, and French	Spain	English and Spanish
Colombia	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Costa Rica	Spanish	Netherlands	Dutch and English	United Kingdom	English
Ecuador	Spanish	Panama	Spanish	United States	English and Spanish
Egypt	Arabic and English	Peru	Spanish	Venezuela	Spanish
Greece	English and Greek	Poland	Polish	Vietnam	English and Vietnamese

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Portuguese (European)
Spanish	Bahasa Indonesia	Hungarian	Romanian
	Bulgarian	Italian	Russian
	Dutch	Japanese	Slovakian
	English	Kiswahili	Spanish (European)
	French (Canadian)	Mandarin	Spanish (Latin American)
	French (European)	Polish	Vietnamese
	German	Portuguese (Brazilian)	

Preventing Sexual Harassment, Managers (US Only)
Targeted Audience: Managers and Supervisors
Delivery Time: 2-hours with Q&A
Leaders within your organization must be prepared to take action if allegations of sexual (and other forms of) harassment are brought forward. Just as important, they must clearly understand how to address and prevent workplace conditions that may be conducive to sexual harassment. This training uses lecture, written exercises and group discussion.

Participants will:
- Increase sensitivity and understanding of sexual harassment, including federal laws and federal enforcement agencies focused on sexual harassment
- Increase understanding of federal and state laws about sexual harassment, including the history of the laws as well as an understanding of federal and state agencies that enforce those laws
- Increase awareness of issues involving Lesbian, Gay, Bisexual and Transgender (LGBT) people in the workplace and how gender stereotyping plays a role in harassment
- Learn to respond appropriately and effectively to prevent allegations of sexual harassment
- Become proactive in preventing sexual harassment

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR also might provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Because this training program deals with laws, policies and specific behaviors — and is designed to keep the customer compliant — we're not willing to compromise the information contained within the program by offering it in an abbreviated time frame.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
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Languages for U.S. Training
English
Spanish

Substance Use Disorder in the Workplace: A Manager's Responsibilities
Targeted Audience: Managers and Supervisors
Delivery Time: U.S. 2-hours with Q&A, Non-U.S. 1-hour with Q&A
(If DOT is included, add 15 to 30 minutes)
Managers will learn important information about substance use and drug testing, including how to identify substance use issues in the workplace and how to address them based on company policy. How to confront an employee and document observations will also be discussed.

Participants will:
- Examine the most commonly abused drugs
- Identify helpful resources and how to use them
- Understand the extent of substance abuse in the workplace
- Reinforce skills to effectively deal with workplace performance or behavioral issues
- Recognize signs and symptoms that may impact a safe and productive work environment
- Explore actions and circumstances that make up "reasonable suspicion" and impairment

Recommendations: This program is most effective when an HR representative (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion.

U.S. Only: While numerous organizations use this program to meet department of transportation, department of defense and department of energy employee education requirements, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Note: Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hungary	English and Hungarian	Romania	English and Romanian
Australia	English	India	English	Russian Federation	Russian
Austria	German	Indonesia	Bahasa Indonesia	Serbia	Serbian
Brazil	Portuguese	Italy	English and Italian	Singapore	English
Bulgaria	Bulgarian and English	Japan	Japanese	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Malaysia	Bahasa Malaysia and English	South Korea	Korean
Colombia	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Costa Rica	Spanish	New Zealand	English	Thailand	English and Thai
Ecuador	Spanish	Panama	Spanish	United Arab Emirates	English
Egypt	Arabic and English	Peru	Spanish	United Kingdom	English
El Salvador	Spanish	Poland	Polish	United States	English and Spanish
Greece	English and Greek	Portugal	Portuguese	Venezuela	Spanish
Hong Kong	English	Puerto Rico	English		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Portuguese (European)
Spanish	Bahasa Indonesia	Hungarian	Romanian
	Bahasa Malaysia	Italian	Russian
	Bulgarian	Japanese	Serbian
	English	Kiswahili	Slovakian
	French (Canadian)	Korean	Spanish (Latin American)
	French (European)	Polish	Thai
	German	Portuguese (Brazilian)	

How to Build Workplace Motivation and Morale
Targeted Audience: Managers and Supervisors
Delivery Time: U.S. 2-hours with Q&A, Non-U.S. 1-hour with Q&A
Managers and supervisors will learn how communication and personal management styles can contribute to (or detract from) workplace motivation and morale. Participants will connect with practical, timely tips that can contribute to employee motivation, boost morale and increase productivity.

Participants will:
- Identify and apply strategies for maintaining or rebuilding employee morale
- Assess current levels of motivation and morale for their workgroup and for themselves
- Describe the difference between morale and motivation, and the factors that influence each
- Identify and apply strategies for helping employees become motivated to obtain organizational goals

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia and English	Puerto Rico	English
Australia	English	Ireland	English	Romania	English and Romanian
Austria	English and German	Italy	English and Italian	Russian Federation	Russian
Belgium	Dutch, English, and French	Japan	Japanese	Serbia	Serbian
Brazil	Portuguese	Kenya	English and Kiswahili	Singapore	English
Bulgaria	Bulgarian and English	Luxembourg	Dutch, English, and French	Slovakia	English
Canada	English and French	Malaysia	Bahasa Malaysia and English	South Africa	English
Chile	Spanish	Mexico	Spanish	South Korea	Korean
Colombia	Spanish	Netherlands	Dutch and English	Spain	English and Spanish
Costa Rica	Spanish	New Zealand	English	Switzerland	English, French, and German
Czech Republic	Czech and English	Nicaragua	Spanish	Thailand	English and Thai
Germany	English and German	Pakistan	English and Urdu	United Arab Emirates	English
Greece	English and Greek	Peru	Spanish	United Kingdom	English
Hong Kong	English	Philippines	English and Filipino	United States	English and Spanish
Hungary	English and Hungarian	Poland	Polish	Vietnam	English and Vietnamese
India	English	Portugal	English and Portuguese		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Romanian
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Hungarian	Serbian
	Bulgarian	Italian	Slovakian
	Czech	Japanese	Spanish (European)
	Dutch	Kiswahili	Spanish (Latin American)
	English	Korean	Thai
	Filipino	Polish	Urdu
	French (Canadian)	Portuguese (Brazilian)	Vietnamese
	French (European)	Portuguese (European)	

How to Coach for Success
Targeted Audience: Managers and Supervisors
Delivery Time: U.S. 3-hours with Q&A, Non-U.S. 1-hour with Q&A
Managers and supervisors will learn to acknowledge and apply appropriate coaching techniques with employees. Participants will be able to successfully identify and address coaching situations, maintain workplace relationships with subordinate staff, develop employees, and improve productivity and trust.

Participants will:
- Discuss components of coaching
- Use case studies for skill practice
- Define the role of manager as coach
- Discuss how to address problem behaviors
- Determine methods for offering useful feedback
- Create an action plan on how to coach for success
- Identify employee needs and how to adapt to them

Recommendations: This program is most effective when an HR representative attends and participates in the discussion. HR can address any questions about specific application and interpretation of organizational policies and procedures related to the topic.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hungary	English and Hungarian	Poland	English and Polish
Australia	English	India	English	Portugal	Portuguese
Austria	English	Indonesia	Bahasa Indonesia	Puerto Rico	English
Belgium	English	Ireland	English	Romania	Romanian
Bolivia	Spanish	Italy	English and Italian	Russian Federation	Russian
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Serbia	Serbian
Canada	English and French	Kenya	English and Kiswahili	Singapore	English
Chile	Spanish	Japan	Japanese	Slovakia	English and Slovakian
Colombia	Spanish	Luxembourg	English	South Africa	English
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	English and Mandarin
Dominican Republic	Spanish	Netherlands	English	Thailand	English and Thai
Ecuador	Spanish	New Zealand	English	Trinidad and Tobago	English
Egypt	Arabic and English	Nicaragua	Spanish	Turkey	Turkish
El Salvador	Spanish	Nigeria	English	Ukraine	Russian
Germany	English	Pakistan	English and Urdu	United Arab Emirates	English
Greece	English and Greek	Panama	Spanish	United Kingdom	English
Guatemala	Spanish	Paraguay	Spanish	United States	English and Spanish
Honduras	Spanish	Peru	Spanish	Uruguay	Spanish
Hong Kong	English	Philippines	English	Venezuela	Spanish

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Hungarian	Russian
	Bahasa Malaysia	Italian	Serbian
	Bulgarian	Japanese	Slovakian
	Czech	Kiswahili	Spanish (Latin American)
	English	Mandarin	Thai
	French (Canadian)	Polish	Urdu
	French (European)	Portuguese (Brazilian)	
	German	Portuguese (European)	

How to Manage People Effectively
Targeted Audience: Managers and Supervisors
Delivery Time: U.S. 3-hours with Q&A, Non-U.S. 1-hour with Q&A
For managers and supervisors, this program can help take the guesswork out of managing people effectively. By applying the information presented, participants will inspire better working relationships, improved morale and motivation, and increased trust and productivity.

Participants will:
- Examine management assumptions
- Apply information using case studies
- Explore what it means to be an effective manager
- Identify the difference between a manager and leader
- Determine a manager's role, functions and responsibilities
- Create a personal action plan for managing people effectively
- Understand the process for addressing performance concerns

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Honduras	Spanish	Puerto Rico	English
Australia	English	Hong Kong	English	Russian Federation	Russian
Austria	English and German	Hungary	English and Hungarian	Serbia	Serbian
Bolivia	Spanish	India	English	Singapore	English
Brazil	English and Portuguese	Indonesia	Bahasa Indonesia	Slovakia	Slovakian
Bulgaria	Bulgarian and English	Ireland	English	South Africa	English
Canada	English	Italy	English and Italian	Spain	English and Spanish
Chile	Spanish	Japan	Japanese	Switzerland	English, French, and German
Colombia	Spanish	Kazakhstan	Russian	Taiwan	Mandarin
Costa Rica	Spanish	Kenya	English and Kiswahili	Trinidad and Tobago	English
Czech Republic	English	Malaysia	Bahasa Malaysia and English	Ukraine	Russian
Dominican Republic	Spanish	Mexico	Spanish	United Arab Emirates	English
Ecuador	Spanish	New Zealand	English	United Kingdom	English
Egypt	Arabic and English	Nicaragua	Spanish	United States	English and Spanish
El Salvador	Spanish	Panama	Spanish	Uruguay	Spanish
France	French	Paragua	Spanish	Venezuela	Spanish
Greece	English and Greek	Peru	Spanish		
Guatemala	Spanish	Portugal	Portuguese		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (Brazilian)
Spanish	Bahasa Indonesia	Greek	Portuguese (European)
	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Serbian
	Czech	Japanese	Slovakian
	English	Kiswahili	Spanish (European)
	French (European)	Mandarin	Spanish (Latin American)

How to Recognize Changes in Employee Behavior and Take Appropriate Action (US Only)
Targeted Audience: Managers and Supervisors
Delivery Time: 2-hours with Q&A

It's not uncommon for managers to see troublesome or even confusing behavior in the workplace. This program offers support and ways to deal with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Taking appropriate action early on can contribute to successful conflict resolution.

Participants will:
- Identify steps for negotiating conflict
- Differentiate normal and problem behaviors
- Discuss how to find additional professional support
- Clarify manager's/supervisor's role in monitoring employee behavior
- Examine employee problems that have the potential for workplace disruptions
- Discuss how to intervene to prevent workplace disruptions and promote well-being of employee

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
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Languages for U.S. Training
English
Spanish

Human Resources/Workplace Concerns and Work Skills

Change
- How to Manage Change, Employees
- How to Navigate Workplace Change

Communication
- Business Etiquette
- Communication: Beyond the Basics
- How to Build Successful Team, Employee
- How to Create a Respectful Workplace
- How to Improve Communication Skills, Employee
- How to Make the Most of Feedback
- How to Understand Nonverbal Communication (US Only)

Conflict
- How to Overcome Negativity in the Workplace (US Only)
- How to Use Conflict as Opportunity, Employee
- Improving Workplace Relationships

Customer Service
- How to Build Customer Satisfaction
- How to Manage Customer Expectations
- How to Work with Difficult Customers

Diversity
- How to Support LGBTQI+ Employees in the Workplace
- Understand and Embrace Diversity

Healthy Workplace
- Creating Harmony Between Generations at Work
- How to Create a Healthy Workplace (US Only)
- Preventing Bullying and Harassment for Employees
- Preventing Sexual Harassment, Employees (US Only)

Safety
- Substance Use Disorder in the Workplace, Employees
- Suicide Prevention

Workplace Stress
- Build Your Resilience
- Get the Best of Stress
- How to Navigate Workplace Uncertainty (US Only)
- Preventing Burnout
- Resilience: Beyond the Basics
- Stress: Beyond the Basics

Other
- How to Be an Effective Workplace Leader
- How to Make Better Decisions with Critical Thinking
- How to Support Mental Health Concerns in the Workplace

Change

How to Manage Change, Employees
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Downsizing, acquisition, re-orgs, mergers, layoffs - These transitions can be unsettling to any worker. Change, especially rapid, stressful change, can be challenging and difficult — even for the most resilient employee. But, change can bring opportunities for growth and positive transformation. This program introduces a healthy process for navigating workplace change.

Participants will:
- Assess the impact of multiple changes on one's life
- Identify the emotional phases associated with change
- Develop strategies to make change more rewarding
- Determine how to respond constructively to change in the workplace

Recommendations: This program is most effective when an HR representative attends. HR can address any questions about available employee resources, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Puerto Rico	English
Australia	English	Indonesia	Bahasa Indonesia and English	Romania	English and Romanian
Austria	German	Ireland	English	Russian Federation	Russian
Belgium	Dutch, English, and French	Israel	Hebrew	Singapore	English
Brazil	Portuguese	Italy	English and Italian	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Japan	Japanese	South Africa	English
Canada	English and French	Kazakhstan	Russian	South Korea	Korean
Chile	Spanish	Kenya	English and Kiswahili	Spain	English and Spanish
China	Mandarin	Luxembourg	Dutch, English, and French	Switzerland	English, French, and German
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Taiwan	Mandarin
Czech Republic	Czech and English	Mexico	Spanish	Thailand	English and Thai
Ecuador	Spanish	Netherlands	Dutch and English	Trinidad and Tobago	English
Egypt	Arabic and English	New Zealand	English	Ukraine	Russian
El Salvador	Spanish	Pakistan	English and Urdu	United Arab Emirates	English
France	French	Panama	Spanish	United Kingdom	English
Germany	German	Peru	Spanish	United States	English and Spanish
Greece	English and Greek	Philippines	English and Filipino	Uruguay	Spanish
Hong Kong	Cantonese and English	Poland	Polish and English	Venezuela	Spanish
Hungary	English and Hungarian	Portugal	Portuguese	Vietnam	English and Vietnamese

Webinar training currently available in the following languages:
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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Romanian
	Bahasa Malaysia	Hebrew	Russian
	Bulgarian	Hungarian	Slovakian
	Cantonese	Italian	Spanish (European)
	Czech	Japanese	Spanish (Latin American)
	Dutch	Kiswahili	Thai
	English	Korean	Urdu
	French (Canadian)	Mandarin	Vietnamese
	French (European)	Portuguese (Brazilian)	

How to Navigate Workplace Change
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
When an organization downsizes and co-workers are laid off, what happens next? This program addresses that question as well as other normal reactions to surviving organizational changes—like guilt and ongoing worry.

Participants will:
- Determine coping strategies
- Identify typical stress reactions
- Explore ways to support yourself and co-workers
- Describe normal responses to organizational change
- Discuss ways to make yourself invaluable to your company

Recommendations: This program is best presented after a layoff has occurred.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Honduras	Spanish	Portugal	Portuguese
Australia	English	Hong Kong	Cantonese and English	Puerto Rico	English
Austria	English and German	Hungary	English and Hungarian	Russian Federation	Russian
Bolivia	Spanish	India	English	Serbia	Serbian
Brazil	English and Portuguese	Indonesia	Bahasa Indonesia	Singapore	English
Bulgaria	Bulgarian and English	Ireland	English	Slovakia	English
Chile	Spanish	Italy	English and Italian	South Africa	English
Colombia	Spanish	Japan	English and Japanese	Spain	English and Spanish
Costa Rica	Spanish	Kazakhstan	Russian	Switzerland	English, French, and German
Czech Republic	Czech and English	Kenya	English and Kiswahili	Taiwan	English and Mandarin
Dominican Republic	Spanish	Malaysia	Bahasa Malaysia and English	Trinidad and Tobago	English
Ecuador	Spanish	Mexico	Spanish	Ukraine	Russian
Egypt	English and Arabic	New Zealand	English	United Arab Emirates	English
El Salvador	Spanish	Nicaragua	Spanish	United Kingdom	English
France	French	Panama	Spanish	United States	English and Spanish
Greece	English and Greek	Paraguay	Spanish	Uruguay	Spanish
Guatemala	Spanish	Peru	Spanish	Venezuela	Spanish

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Hungarian	Serbian
	Bulgarian	Italian	Slovakian
	Cantonese	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	English	Mandarin	
	French (European)	Portuguese (Brazilian)	

Communication

Business Etiquette
Targeted Audience: All employees
Delivery Time: U.S. 30 minutes with Q&A, Non-U.S. 30 minutes with Q&A
When we make assumptions about how other people expect to be treated, we can easily make a faux pas. Small things that we take for granted, in the culture of another company or another country can turn out to be rude or disrespectful. Clearly this can have a detrimental effect on working relationships. In this presentation and discussion, we avoid providing specific etiquette rules but instead we explore how to keep our antennae alert to what is appropriate for the setting in which we are working. And, once we are sensitized to the norms of others, adjust our online and in person behavior accordingly. This is a 30-minute training designed to get people tuned-in to the main issues and empowered to develop their own range of tools and techniques.

Participants will:
• Get general guidance on being polite and respectful in any situation.
• Learn how to use social cues to build relationships.
• Think about how to adjust their behavior to fit in.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Honduras	Spanish	Portugal	Portuguese
Australia	English	Hungary	English and Hungarian	Puerto Rico	English and Spanish
Austria	English and German	India	English	Russian Federation	Russian
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Singapore	English
Bulgaria	Bulgarian and English	Italy	English and Italian	South Africa	English
Canada	English	Japan	Japanese	South Korea	Korean
Chile	Spanish	Kenya	Kiswahili	Switzerland	English, French, and German
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Thailand	English and Thai
Costa Rica	Spanish	Mexico	Spanish	Ukraine	Russian
Dominican Republic	Spanish	New Zealand	English	United Arab Emirates	English
Ecuador	Spanish	Nicaragua	Spanish	United Kingdom	English
Egypt	Arabic	Pakistan	Urdu	United States	English and Spanish
El Salvador	Spanish	Panama	Spanish	Uruguay	Spanish
Germany	English and German	Paraguay	Spanish	Venezuela	Spanish
Greece	Greek	Peru	Spanish		
Guatemala	Spanish	Philippines	English and Filipino		

Webinar training currently available in the following languages:
• Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
• Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Korean
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Russian
	Bulgarian	Hungarian	Spanish (Latin American)
	Czech	Italian	Thai
	English	Japanese	Urdu
	Filipino	Kiswahili	Vietnamese

Communication: Beyond The Basics
Targeted Audience: All employees
Delivery Time: U.S. Delivery Time: 1 hour with Q&A, Non-U.S. Delivery Time: 1 hour with Q&A

Every day, there are more and more ways to communicate but that increase in quantity does not always mean an improvement in quality. Quite the opposite, as we get more hurried so too do our meetings, emails, phone calls, texts, and posts. Whether communication is virtual or face to face there are some golden guidelines that help ensure people understand us and we have the desired impact. Learning to think, speak and write effectively is a life skill that underpins all successful careers. In this program, Optum offers a second-level training, suitable for people who have already gained a basic understanding of the principles of communication.

Participants will:
• Learn and use multiple perspectives.
• Get clear about their objectives.
• Use chunking and linking to structure communication.
• Apply tips to be memorable and persuasive

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Honduras	Spanish	Portugal	Portuguese
Australia	English	Hungary	English and Hungarian	Puerto Rico	English and Spanish
Austria	English and German	India	English	Russian Federation	Russian
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Singapore	English
Bulgaria	Bulgarian and English	Italy	English and Italian	South Africa	English
Canada	English and French	Japan	Japanese	South Korea	Korean
Chile	Spanish	Kenya	England and Kiswahili	Spain	English and Spanish
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Costa Rica	Spanish	Mexico	Spanish	Thailand	English and Thai
Dominican Republic	Spanish	New Zealand	English	Turkey	Turkish
Ecuador	Spanish	Nicaragua	Spanish	Ukraine	Russian
Egypt	Arabic	Pakistan	Urdu	United Arab Emirates	English
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
France	French	Paraguay	Spanish	United States	English and Spanish
Germany	English and German	Peru	Spanish	Uruguay	Spanish
Greece	Greek	Philippines	English and Filipino	Venezuela	Spanish
Guatemala	Spanish	Poland	English and Polish		

Webinar training currently available in the following languages:
• Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
• Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Polish
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Russian
	Bulgarian	Hungarian	Spanish (European)
	Czech	Italian	Spanish (Latin American)
	English	Japanese	Thai
	Filipino	Kiswahili	Turkish
	French (Canadian)	Korean	Urdu

How to Build Successful Teams, Employee
Targeted Audience: All employees
Delivery Time: U.S. 2-hours with Q&A, Non-U.S. 1-hour with Q&A
Participants will discover their own work style and how that personal style interacts within the team. This program features exercises that prompt employees to maintain effective teams and work together to reduce tension and stress, and improve morale and productivity.

Participants will:
- Identify warning signs
- Explore the benefits of teamwork
- Determine strategies for interaction
- Identify the characteristics of an effective team
- Examine the qualities of an effective team member
- Discover your work style and practical application

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bolivia	Spanish	Italy	English and Italian	Singapore	English
Brazil	Portuguese	Japan	Japanese	Slovakia	English and Slovak
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Chile	Spanish	Kenya	English and Kiswahili	Spain	English and Spanish
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Costa Rica	Spanish	Mexico	Spanish	Taiwan	Mandarin
Czech Republic	Czech and English	New Zealand	English	Trinidad and Tobago	English
Dominican Republic	Spanish	Nicaragua	Spanish	Ukraine	Russian
Ecuador	Spanish	Panama	Spanish	United Arab Emirates	English
El Salvador	Spanish	Paraguay	Spanish	United Kingdom	English
Germany	English and German	Peru	Spanish	United States	English and Spanish
Greece	English and Greece	Philippines	English	Uruguay	Spanish
Guatemala	Spanish	Portugal	Portuguese	Venezuela	Spanish
Honduras	Spanish	Puerto Rico	English	Vietnam	English and Vietnamese
India	English	Russian	Russian		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Italian	Serbian
	Bulgarian	Japanese	Slovakian
	Czech	Kiswahili	Spanish (European)
	English	Mandarin	Spanish (Latin American)
	French (European)	Portuguese (Brazilian)	Vietnamese

How to Create a Respectful Workplace (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: U.S. 2-hours with Q&A, Non-U.S. 1-hour with Q&A
Integrity and respect in workplace interactions help cultivate a positive and successful environment that enhances the bottom line. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Participants will:
- Explore conflict negotiation strategies
- Foster a morale-enhancing atmosphere
- Identify, promote and practice healthy ways of interacting
- Examine inappropriate and/or abusive communication styles
- Apply respectful techniques to common workplace problems
- Identify advantages of respectful, positive workplace interaction

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Russian Federation	Russian
Bolivia	Spanish	Italy	English and Italian	Serbia	Serbian
Brazil	Portuguese	Japan	Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Chile	Spanish	Kenya	English and Kiswahili	South Korea	Korean
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Spain	English and Spanish
Costa Rica	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Czech Republic	Czech and English	New Zealand	English	Taiwan	Mandarin
Dominican Republic	Spanish	Nicaragua	Spanish	Trinidad and Tobago	English
Ecuador	Spanish	Panama	Spanish	Ukraine	Russian
El Salvador	Spanish	Paraguay	Spanish	United Arab Emirates	English
Germany	English and German	Peru	Spanish	United Kingdom	English
Greece	English and Greek	Philippines	English	United States	English and Spanish
Guatemala	Spanish	Portugal	Portuguese	Uruguay	Spanish
Honduras	Spanish	Puerto Rico	English	Venezuela	Spanish
India	English	Romania	English and Romanian	Vietnam	English and Vietnamese

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Italian	Russian
	Bahasa Malaysia	Japanese	Serbian
	Bulgarian	Kiswahili	Slovakian
	Czech	Korean	Spanish (European)
	English	Mandarin	Spanish (Latin American)
	French (European)	Portuguese (Brazilian)	Vietnamese
	German	Portuguese (European)	

How to Improve Communication Skills, Employee
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Communication is at the heart of professional and personal interactions. Depending on skill level, the ways we communicate can open doors to productive relationships, a good working climate and opportunities. But lack of solid skills can close doors. This training offers participants a chance to apply skills that are critical to good communication and they'll learn about factors that positively influence communication — as well as those that may create barriers.

Participants will:
- Practice active listening
- Learn the value of assertive communication
- Discuss the role of nonverbal communication
- Use positive communication for problem-solving
- Determine what makes communication effective

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia and English	Romania	English and Romanian
Australia	English	Ireland	English	Russian Federation	Russian
Austria	English and German	Italy	English and Italian	Serbia	Serbian
Belgium	Dutch, English, and French	Japan	Japanese	Singapore	English
Brazil	Portuguese	Kazakhstan	Russian	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	South Africa	English
Canada	English and French	Luxembourg	Dutch, English, and French	South Korea	Korean
Chile	Spanish	Malaysia	Bahasa Malaysia and English	Spain	English and Spanish
China	Mandarin	Mexico	Spanish	Switzerland	English, French, and German
Colombia	Spanish	Netherlands	Dutch and English	Taiwan	English and Mandarin
Costa Rica	Spanish	New Zealand	English	Thailand	English and Thai
Czech Republic	Czech and English	Nigeria	English	Ukraine	Russian
Ecuador	Spanish	Pakistan	English and Urdu	United Arab Emirates	English
Egypt	English	Panama	Spanish	United Kingdom	English
Germany	English and German	Peru	Spanish	United States	English and Spanish
Greece	English and Greek	Philippines	English and Filipino	Venezuela	Spanish
Hong Kong	Cantonese and English	Poland	Polish	Vietnam	English and Vietnamese
Hungary	English and Hungarian	Portugal	English and Portuguese		
India	English	Puerto Rico	English		

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Serbian
	Cantonese	Japanese	Slovakian
	Czech	Kiswahili	Spanish (European)
	Dutch	Korean	Spanish (Latin American)
	English	Mandarin	Thai
	Filipino	Polish	Urdu
	French (European)	Portuguese (Brazilian)	Vietnamese
	German	Portuguese (European)	

How to Make the Most of Feedback
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Giving and receiving feedback is not only important to improve individual performance or behavior, it is critical in building trust and maintaining relationships. This session explores how to avoid negative experiences when giving and receiving feedback.

Participants will:
- Learn how to give positive, negative and constructive feedback
- Improve listening skills

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Italy	English and Italian	Romania	English and Romanian
Australia	English	Japan	Japanese	Russian Federation	Russian
Austria	English and German	Kazakhstan	Russian	Serbia	Serbian
Belgium	Dutch, English, and French	Kenya	English and Kiswahili	Singapore	English
Bulgaria	Bulgarian and English	Luxembourg	Dutch, English, and French	Slovakia	English and Slovakian
Canada	English and French	Malaysia	Bahasa Malaysia and English	South Africa	English
Chile	Spanish	Mexico	Spanish	South Korea	Korean
Czech Republic	Czech and English	Netherlands	Dutch and English	Spain	English and Spanish
Egypt	English	New Zealand	English	Switzerland	English, French, and German
Germany	English and German	Pakistan	English and Urdu	Taiwan	Mandarin
Greece	English and Greek	Panama	Spanish	Thailand	English and Thai
Hong Kong	Cantonese and English	Peru	Spanish	Ukraine	Russian
Hungary	English and Hungarian	Philippines	English and Filipino	United Arab Emirates	English
India	English	Poland	Polish	United Kingdom	English
Indonesia	Bahasa Indonesia	Portugal	English and Portuguese	United States	English and Spanish
Ireland	English	Puerto Rico	English	Vietnam	English and Vietnamese

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Portuguese (European)
Spanish	Bahasa Indonesia	German	Romanian
	Bahasa Malaysia	Greek	Russian
	Bulgarian	Hungarian	Serbian
	Cantonese	Italian	Slovakian
	Czech	Japanese	Spanish (European)
	Dutch	Kiswahili	Spanish (Latin American)
	English	Korean	Thai
	Filipino	Mandarin	Urdu
	French (Canadian)	Polish	Vietnamese

How to Understand Nonverbal communication (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
People use facial expressions, gestures, eye contact, posture, proximity, paralanguage, and touch to interpret the messages received from others — whether we use words or not. This training will explore the power of nonverbal communication, examining the congruency factor, opportunities to make interpretations and also discussing caveats when interpreting nonverbal communication.

Participants will:
- Explore the power of nonverbal behavior
- Identify components of nonverbal communication
- Examine the challenges of interpreting nonverbal messages

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.
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Languages for U.S. Training
English
Spanish

Conflict

How to Overcome Negativity in the Workplace (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
A must for all employees, this program shares how negativity surfaces in the workplace. The goal is to help participants recognize the relationship of workplace change to negative behavior and interaction. Time will be spent helping participants identify ways to stay focused, productive and positive.

Participants will:
- Develop strategies for staying positive
- Identify how negativity surfaces in the workplace
- Recognize how change can increase feelings of negativity

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training
English
Spanish

How to Use Conflict as Opportunity, Employee
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This program addresses how conflict affects the workplace and offers opportunities to practice positive conflict resolution techniques. It will also present suggestions for maintaining successful relationships, improving trust, heightening morale and increasing productivity.

Participants will:
- Identify how and why conflicts arise
- Assess own conflict resolution style
- Discuss conflict negotiation options
- Identify different styles of managing conflict
- Define the impact of conflict in the workplace
- Apply and practice conflict resolution strategies
- Discuss the value of exploring and discussing conflicts

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Romania	English and Romanian
Australia	English	Indonesia	Bahasa Indonesia	Russian Federation	Russian
Austria	English and German	Ireland	English	Serbia	Serbian
Belgium	Dutch, English, and French	Italy	Italian	Singapore	English
Brazil	Portuguese	Japan	Japanese	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Canada	English and French	Kenya	English and Kiswahili	South Korea	Korean
Chile	Spanish	Luxembourg	Dutch, English, and French	Spain	English and Spanish
China	Mandarin	Malaysia	English	Switzerland	English, French, and German
Colombia	Spanish	Mexico	Spanish	Taiwan	Mandarin
Costa Rica	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Czech Republic	Czech and English	New Zealand	English	Ukraine	Russian
Ecuador	Spanish	Pakistan	English and Urdu	United Arab Emirates	English
Egypt	English	Panama	Spanish	United Kingdom	English
France	French	Peru	Spanish	United States	English and Spanish
Germany	English and German	Philippines	English and Filipino	Venezuela	Spanish
Greece	English and Greek	Poland	Polish	Vietnam	English and Vietnamese
Hong Kong	English	Portugal	English and Portuguese		
Hungary	English and Hungarian	Puerto Rico	English		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Hungarian	Russian
	Bahasa Malaysia	Italian	Serbian
	Bulgarian	Japanese	Slovakian
	Czech	Kiswahili	Spanish (European)
	Dutch	Korean	Spanish (Latin American)
	English	Mandarin	Thai
	Filipino	Polish	Urdu
	French (European)	Portuguese (Brazilian)	Vietnamese
	German	Portuguese (European)	

Improving Workplace Relationships
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Improving workplace relationships often requires understanding — and managing —underlying difficult behaviors. This program helps identify the difficult behaviors we encounter in both our personal and work lives. Participants will then learn specific guidelines for interacting and dealing with these behaviors in everyday life.

Participants will:
- Improve basic assertive communication skills
- Explore the motivation behind difficult behaviors
- Get practical knowledge of effective ways to deal with difficult behavior
- Apply skills to help them effectively manage difficult interpersonal styles
- Increase recognition and understanding of difficult behaviors in the workplace

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Romania	English and Romanian
Australia	English	Indonesia	Bahasa Indonesia	Russian Federation	Russian
Austria	German	Ireland	English	Singapore	English
Belgium	Dutch, English, and French	Italy	English and Italian	Slovakia	English and Slovakian
Brazil	Portuguese	Japan	English and Japanese	South Africa	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Korea	Korean
Canada	English and French	Kenya	English and Kiswahili	Spain	English and Spanish
Chile	Spanish	Luxembourg	Dutch, English, and French	Switzerland	English, French, and German
China	Mandarin	Malaysia	Bahasa Malaysia and English	Taiwan	Mandarin
Colombia	Spanish	Mexico	Spanish	Thailand	English and Thai
Costa Rica	Spanish	Netherlands	Dutch and English	Trinidad and Tobago	English
Czech Republic	Czech and English	New Zealand	English	Ukraine	Russian
Ecuador	Spanish	Pakistan	English and Urdu	United Arab Emirates	English
Egypt	Arabic and English	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Peru	Spanish	United States	English and Spanish
Greece	English and Greek	Philippines	English and Filipino	Uruguay	Spanish
Guatemala	Spanish	Poland	Polish	Venezuela	Spanish
Hong Kong	Cantonese and English	Portugal	Portuguese	Vietnam	English and Vietnamese
Hungary	English and Hungarian	Puerto Rico	English		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Romanian
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Hungarian	Serbian
	Bulgarian	Italian	Slovakian
	Cantonese	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	Dutch	Korean	Thai
	English	Mandarin	Urdu
	Filipino	Polish	Vietnamese
	French (Canadian)	Portuguese (Brazilian)	
	French (European)	Portuguese (European)	

Customer Service

How to Build Customer Satisfaction

Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This session is designed to help employees navigate the challenges and stresses of dealing with customers, across industries. Participants will learn to meet customer needs and provide excellent service as they examine their own expectations as customers.

Participants will:
- Define customer needs
- Practice good listening skills
- Explore what customer service means
- Identify techniques to deal with difficult people
- Apply techniques to improve customer communication
- Create an action plan for how to build customer satisfaction

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bolivia	Spanish	Italy	English and Italian	Singapore	English and Mandarin
Brazil	Portuguese	Japan	Japanese	Slovakia	English and Slovak
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Africa	English
Chile	Spanish	Kenya	English and Kiswahili	Switzerland	English, French, and German
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Taiwan	Mandarin
Costa Rica	Spanish	Mexico	Spanish	Trinidad and Tobago	English
Czech Republic	Czech and English	New Zealand	English	Ukraine	Russian
Dominican Republic	Spanish	Nicaragua	Spanish	United Arab Emirates	English
Ecuador	Spanish	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Paraguay	Spanish	United States	English and Spanish
Germany	English and German	Peru	Spanish	Uruguay	Spanish
Greece	English and Greece	Philippines	English	Venezuela	Spanish
Guatemala	Spanish	Portugal	Portuguese	Vietnam	English and Vietnamese
Honduras	Spanish	Puerto Rico	English		
India	English	Russian Federation	Russian		

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Mandarin
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Romanian
	Bulgarian	Italian	Russian
	Czech	Japanese	Slovakian
	English	Kiswahili	Spanish (Latin American)

How to Manage Customer Expectations
Targeted Audience: All employees
Delivery Time: U.S. 2 - hour with Q&A, International – 1 hour with Q&A
Employees in decision-making positions must face one of the greatest challenges in business: customer service. Excellent customer service is often the differentiating factor in maintaining or losing valued clients. This program offers participants ways to enhance customer service practices above and beyond expectations — while maintaining positive relationships and appropriate boundaries.

Participants will:
- Examine customer expectations
- Explore their own effectiveness
- Enhance communication with customers
- Determine how to develop service standards
- Write an action plan for how to manage customer expectations

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Puerto Rico	English
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Romania	English and Romanian
Bulgaria	Bulgarian and English	Italy	English and Italian	Russian Federation	Russian
Chile	Spanish	Japan	Japanese	Singapore	English
Colombia	Spanish	Kenya	English and Kiswahili	Slovakia	English and Slovak
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	South Africa	English
Czech Republic	English	Mexico	Spanish	Switzerland	English, French, and German
Dominican Republic	Spanish	New Zealand	English	Taiwan	English and Mandarin
Ecuador	Spanish	Nicaragua	Spanish	Trinidad and Tobago	English
El Salvador	Spanish	Panama	Spanish	United Arab Emirates	English
Germany	English and German	Paraguay	Spanish	United Kingdom	English
Greece	English and Greek	Peru	Spanish	United States	English and Spanish
Guatemala	Spanish	Philippines	English and Filipino	Uruguay	Spanish
Honduras	Spanish	Portugal	Portuguese	Venezuela	Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Mandarin
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Romanian
	Bulgarian	Italian	Russian
	Czech	Japanese	Slovakian
	English	Kiswahili	Spanish (Latin American)

How to Work with Difficult Customers
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Today, providing excellent customer service is more important than ever. This program focuses on how an employee should respond when a customer is unduly demanding, rude, abusive or potentially violent. Also, participants will get important tips to help build communication skills to defuse these tense situations.

Participants will:
- Practice problem-solving to address customer issues
- Identify techniques for dealing with difficult customers
- Determine productive methods for addressing customer issues
- Discuss how to handle a verbally or physically abusive customer
- Describe skills needed to deal effectively with difficult customer

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Puerto Rico	English
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Russian Federation	Russian
Bulgaria	Bulgarian and English	Italy	English and Italian	Singapore	English
Chile	Spanish	Japan	Japanese	Slovakia	English and Slovakian
Colombia	Spanish	Kenya	English and Kiswahili	South Africa	English
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Czech Republic	English	Mexico	Spanish	Taiwan	English and Mandarin
Dominican Republic	Spanish	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nicaragua	Spanish	United Arab Emirates	English
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
Germany	English and German	Paraguay	Spanish	United States	English and Spanish
Greece	English and Greek	Peru	Spanish	Uruguay	Spanish
Guatemala	Spanish	Philippines	English and Filipino	Venezuela	Spanish
Honduras	Spanish	Portugal	Portuguese		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Mandarin
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Russian
	Bulgarian	Italian	Slovakian
	Czech	Japanese	Spanish (Latin American)
	English	Kiswahili	

Diversity

How to Support LGBTQI+ Employees in the Workplace
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

Among any group there will be a range of people with a range of sexualities and genders. This variation is often described using the image of a Rainbow to demonstrate that sexual orientation and gender identity can be more than one or other type. Our training program considers how to create a positive work environment where difference is understood and respected by touching on the subject from a common humanity perspective. The program is interactive and covers a wide range of topics in an hour.

Participants will:
- Learn the difference between sexual orientation, gender identity and gender expression
- Understand LGBTQI+ terminology
- Explore how different cultures approach this topic
- Practice how to start a conversation with someone in the LGBTQI+ community in a way that is respectful and use their preferred pronouns
- Learn how to be an ally in the workplace
- Know how to deal with issues of disrespect or safeguarding in the workplace

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Greece	Greek	Peru	Spanish
Australia	English	Guatemala	Spanish	Philippines	English and Filipino
Bolivia	Spanish	Honduras	Spanish	Poland	English and Polish
Brazil	Portuguese	Hungary	English and Hungarian	Portugal	Portuguese
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Romania	English
Canada	English	Ireland	English	Russian Federation	Russian
Chile	Spanish	Italy	English and Italian	Serbia	English
China	Mandarin	Japan	English and Japanese	Singapore	English
Colombia	Spanish	Kenya	English and Kiswahili	South Africa	English
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	Mandarin
Dominican Republic	Spanish	New Zealand	English	Thailand	English and Thai
Ecuador	Spanish	Nicaragua	Spanish	United Kingdom	English
Egypt	Arabic and English	Pakistan	English and Urdu	United States	English and Spanish
El Salvador	Spanish	Panama	Spanish	Uruguay	Spanish
Germany	English	Paraguay	Spanish	Venezuela	Spanish

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.
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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Romanian
	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Spanish (Latin American)
	Czech	Japanese	Thai
	English	Mandarin	Urdu
	Filipino	Polish	Vietnamese
	French (European)	Portuguese (Brazilian)	

Understand and Embrace Diversity
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Exploring the many facets of diversity, this program examines cultural differences, as well as differences in age, gender, marital status, and sexual orientation. This session also explores the benefits of diversity in the workforce as well as effective ways to achieve a safe and equal workplace.

Participants will:
- Explore diversity issues
- Determine the impact of prejudice
- Affirm business reasons for diversity
- Discuss effective communication on challenging topics
- Identify and recognize "big picture" issues and challenges
- Discuss how one's culture influences workplace behaviors
- Identify skills for effective understanding and communication
- Examine the cultural styles and values of different groups and individuals within groups

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Guatemala	Spanish	Russian Federation	Russian
Australia	English	Hong Kong	English	Serbia	Serbian
Austria	German	Hungary	English and Hungarian	Singapore	English
Brazil	Portuguese	India	English	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	South Africa	English
Canada	English and French	Italy	English and Italian	Spain	English and Spanish
Chile	Spanish	Japan	Japanese	Switzerland	English, French, and German
Colombia	Spanish	Kenya	English and Kiswahili	Taiwan	English and Mandarin
Costa Rica	Spanish	Mexico	Spanish	United Arab Emirates	English
Czech Republic	Czech	Panama	Spanish	United Kingdom	English
Ecuador	Spanish	Poland	Polish	United States	English and Spanish
Egypt	Arabic and English	Portugal	Portuguese	Vietnam	English and Vietnamese
El Salvador	Spanish	Puerto Rico	English		
Greece	English and Greek	Romania	English and Romanian		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Portuguese (European)
Spanish	Bahasa Indonesia	Hungarian	Romanian
	Bulgarian	Italian	Russian
	Czech	Japanese	Serbian
	English	Kiswahili	Slovakian
	French (Canadian)	Mandarin	Spanish (European)
	French (European)	Polish	Spanish (Latin American)
	German	Portuguese (Brazilian)	Vietnamese

Healthy Workplace

Creating Harmony between Generations at Work
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Today's workplace dynamics are rapidly changing. It's possible for one workplace to have four different generations on the same team sharing the same space. Because different generations bring their own values, rules and styles, that can sometimes lead to conflict or unproductive competition. This program can help participants understand generational differences — and get tips for creating a harmonious work environment.

Participants will:
- Determine strengths of each generation
- Explore the values that drive each generation
- Develop techniques to create harmonious work teams

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Italy	English and Italian	Serbia	Serbian
Bolivia	Spanish	Japan	Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English and Slovak
Chile	Spanish	Kenya	English and Kiswahili	South Africa	English
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	South Korea	Korean
Costa Rica	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Czech Republic	Czech and English	New Zealand	English	Taiwan	Mandarin
Dominican Republic	Spanish	Nicaragua	Spanish	Trinidad and Tobago	English
Ecuador	Spanish	Panama	Spanish	Ukraine	Russian
El Salvador	Spanish	Paraguay	Spanish	United Arab Emirates	English
Germany	English and German	Peru	Spanish	United States	English and Spanish
Greece	English and Greek	Philippines	English	Uruguay	Spanish
Guatemala	Spanish	Portugal	Portuguese	Venezuela	Spanish
Honduras	Spanish	Puerto Rico	English	Vietnam	English and Vietnamese
India	English	Romania	English and Romania		
Indonesia	Bahasa Indonesia	Russian Federation	Russian		

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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Romanian
	Bahasa Malaysia	Italian	Russian
	Bulgarian	Japanese	Serbian
	Czech	Kiswahili	Slovakian
	English	Korean	Spanish (Latin American)
	French (European)	Mandarin	Vietnamese

How to Create a Healthy Workplace (US Only)
Targeted Audience: All employees
Delivery Time: 2-hours with Q&A
"How to Create a Healthy Workplace" empowers employees to take action. This session will share how to focus on the positive while using respectful communication, employing problem-solving skills, valuing differences and actually having fun. Participants will work in teams to develop workplace plans to apply to their individual situations.

Participants will:
- Develop a plan for workplace health
- Identify challenging workplace issues
- Describe how change impacts all aspects of life
- Apply positive communication and conflict resolution skills
- Demonstrate behaviors to avoid escalation of workplace issues
- Explore how each member of the work setting contributes to and is responsible for the health of the workplace environment

Recommendations: This program has a great impact when members of actual working groups attend together.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training
English
Spanish

Preventing Bullying, Harassment and Discrimination for Employees
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This session is designed for employees, to help them understand what bullying, harassment, and discrimination is. Employees will explore the problems of workplace bullying and how they can provide sensible, best practice strategies of recognizing and removing the risks of bullying.

Participants will:
- Define "bullying"
- Understand prejudice, discrimination, harassment, bullying and other similar concepts and associated behaviors
- Identify employee and employer duty of care
- Learn informal, formal and legal options for employees in regard to resolution of issues
- Recognize the signs of bullying and harassment, why it occurs, and its impact

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hong Kong	English	Puerto Rico	English
Australia	English	Hungary	English and Hungarian	Romania	English and Romanian
Austria	German	India	English	Russian Federation	Russian
Belgium	Dutch, English, and French	Indonesia	Bahasa Indonesia	Singapore	English
Brazil	Portuguese	Italy	English and Italian	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Japan	English and Japanese	South Africa	English
Canada	English and French	Kenya	English and Kiswahili	South Korea	Korean
Chile	Spanish	Luxembourg	Dutch, English, and French	Spain	English and Spanish
Colombia	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Costa Rica	Spanish	Netherlands	Dutch and English	United Kingdom	English
Ecuador	Spanish	Panama	Spanish	United States	English and Spanish
Egypt	Arabic and English	Peru	Spanish	Venezuela	Spanish
France	French	Poland	Polish	Vietnam	English and Vietnamese
Greece	English and Greek	Portugal	Portuguese		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (Brazilian)
Spanish	Bahasa Indonesia	Greek	Portuguese (European)
	Bulgarian	Hungarian	Romanian
	Czech	Italian	Russian
	Dutch	Japanese	Slovakian
	English	Kiswahili	Spanish (European)
	French (Canadian)	Korean	Spanish (Latin American)
	French (European)	Polish	Vietnamese

Preventing Sexual Harassment, Employee (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Any form of sexual harassment in the workplace is a key business issue. However, lack of clarity and discomfort with these issues abound. This training program uses lecture, written exercises and group discussion to focus on the legal definition of sexual harassment, the costs to the organization and how employees at all levels can contribute to an appropriate, respectful work atmosphere.

Participants will:
- Introduce employees to the concept of sexual harassment and the relevant federal guidelines
- Introduce skills needed to identify, stop and prevent sexual (and other forms of) harassment
- Increase awareness of issues involving Lesbian, Gay, Bisexual and Transgender (LGBT) people in the workplace and how gender stereotyping plays a role in harassment
- Identify types of sexual harassment affecting work relationships
- Recognize how every employee can contribute to the prevention of sexual harassment in the workplace

Client information and recommendations: This program is most effective when a representative from the HR department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR also might provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Because this training deals with laws, policies and specific behaviors — and is designed to keep the company compliant — we're not willing to compromise the information contained within the program by offering it in an abbreviated time frame.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
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Languages for U.S. Training
English
Spanish

Substance Use Disorder in the Workplace, Employee
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
(If DOT is included, add 15 to 30 minutes)
Employees will get information about the negative effects of substance use and how to get help. They will also be encouraged to stop enabling a co-worker's substance use.

Participants will:
- Examine the drugs that most often get abused
- Identify resources for assistance and how to use them
- Determine the extent of substance abuse in the workplace
- Recognize signs and symptoms that may impact a safe and productive work environment

Recommendations: This program is most effective when an HR representative (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion.

U.S. Only: While numerous organizations use this program to meet department of transportation, department of defense and department of energy employee education requirements, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Note: Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy**.**

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hungary	English and Hungarian	Romania	English and Romanian
Australia	English	India	English	Russian Federation	Russian
Austria	German	Indonesia	Bahasa Indonesia	Serbia	Serbian
Brazil	Portuguese	Italy	English and Italian	Singapore	English
Bulgaria	Bulgarian and English	Japan	Japanese	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Malaysia	Bahasa Malaysia and English	South Korea	Korean
Colombia	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Costa Rica	Spanish	New Zealand	English	Taiwan	Mandarin
Ecuador	Spanish	Panama	Spanish	Thailand	English and Thai
Egypt	Arabic and English	Peru	Spanish	United Arab Emirates	English
El Salvador	Spanish	Poland	Polish	United Kingdom	English
Greece	English and Greek	Portugal	Portuguese	United States	English and Spanish
Hong Kong	English	Puerto Rico	English	Venezuela	Spanish

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Portuguese (European)
Spanish	Bahasa Indonesia	Hungarian	Romanian
	Bahasa Malaysia	Italian	Russian
	Bulgarian	Japanese	Serbian
	English	Kiswahili	Slovakian
	French (Canadian)	Korean	Spanish (Latin American)
	French (European)	Polish	Thai
	German	Portuguese (Brazilian)	

Suicide Prevention
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Suicide remains one of the leading causes of death worldwide, according to WHO's latest estimates so suicide prevention must be taken seriously. This training program raises awareness of the risk factors of suicide and how to intervene if you believe someone is at risk.

Participants will:
- Raise awareness of suicide warning signs
- Identify resources for yourself and others
- Identify facts and dispel myths about suicide
- Increase awareness of how suicide impacts Lesbian, Gay, Bisexual, Transgender (LGBT) people
- Discuss how depression, anxiety as well as substance and alcohol misuse impact the risk of suicide
- Discuss how to use the QPR model (Question, Persuade, Refer) to intervene with someone at risk for suicide

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Honduras	Spanish	Russian Federation	Russian
Australia	English	India	English	Serbia	Serbian
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Singapore	English
Bulgaria	Bulgarian and English	Italy	English and Italian	South Korea	Korean
Canada	English and French	Kazakhstan	Russian	Spain	English and Spanish
Chile	Spanish	Kenya	English and Kiswahili	Taiwan	English and Mandarin
China	Mandarin	Mexico	Spanish	Thailand	English and Thai
Colombia	Spanish	Nicaragua	Spanish	United Arab Emirates	English
Costa Rica	Spanish	Pakistan	English and Urdu	United Kingdom	English
Czech Republic	Czech and English	Panama	Spanish	United States	English and Spanish
Dominican Republic	Spanish	Paraguay	Spanish	Ukraine	Russian
Ecuador	Spanish	Peru	Spanish	Uruguay	Spanish
El Salvador	Spanish	Philippines	English and Filipino	Venezuela	Spanish
France	French	Poland	English and Polish	Vietnam	Vietnamese
Greece	English and Greek	Portugal	Portuguese		
Guatemala	Spanish	Romania	Romanian		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Italian	Russian
	Bulgarian	Japanese	Serbian
	Czech	Kiswahili	Spanish (European)
	English	Korean	Spanish (Latin American)
	Filipino	Mandarin	Thai
	French (Canadian)	Polish	Urdu
	French (European)	Portuguese (Brazilian)	Vietnamese
	German	Portuguese (European)	

Workplace Stress

Build Your Resilience (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: U.S. 1.5-hour with Q&A, International 1-hour with Q&A
Empowering attendees to take action in their own lives, this training explores the characteristics that help people deal with unexpected challenges in a positive way. The concept of stress hardiness is also defined and discussed.

Participants will:
- Define resilience
- Find ways to be more stress-hardy
- Determine personal resilience level
- Identify what it takes to be resilient

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hong Kong	Cantonese and English	Poland	English and Polish
Australia	English	Hungary	English and Hungarian	Portugal	Portuguese
Austria	German	India	English	Puerto Rico	English
Belgium	Dutch, English, and French	Indonesia	Bahasa Indonesia and English	Romania	English and Romanian
Bolivia	Spanish	Ireland	English	Russian Federation	Russian
Brazil	Portuguese	Israel	Hebrew	Serbia	Serbian
Bulgaria	Bulgarian and English	Italy	English and Italian	Singapore	English
Canada	English and French	Japan	English and Japanese	Slovakia	English and Slovakian
Chile	Spanish	Kazakhstan	Russian	South Africa	English
China	Mandarin	Kenya	English and Kiswahili	South Korea	Korean
Colombia	Spanish	Luxembourg	Dutch, English, and French	Spain	English and Spanish
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	Mandarin
Dominican Republic	Spanish	Netherlands	Dutch and English	Thailand	English and Thai
Ecuador	Spanish	New Zealand	English	Trinidad and Tobago	English
Egypt	Arabic and English	Nicaragua	Spanish	Turkey	Turkish
El Salvador	Spanish	Nigeria	English	Ukraine	Russian
France	French	Pakistan	English and Urdu	United Kingdom	English
Germany	German	Panama	Spanish	United States	English and Spanish
Greece	English and Greek	Paraguay	Spanish	Uruguay	Spanish
Guatemala	Spanish	Peru	Spanish	Venezuela	Spanish
Honduras	Spanish	Philippines	English and Filipino	Vietnam	English and Vietnamese

Webinar training currently available in the following languages:
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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Romanian
	Bahasa Malaysia	Hebrew	Russian
	Bulgarian	Hungarian	Serbian
	Cantonese	Italian	Slovakian
	Czech	Japanese	Spanish (European)
	Dutch	Kiswahili	Spanish (Latin American)
	English	Korean	Thai
	Filipino	Mandarin	Turkish
	French (Canadian)	Polish	Urdu
	French (European)	Portuguese (Brazilian)	Vietnamese

Get the Best of Stress (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: U.S. 1.5-hours with Q&A, Non-U.S. 1-hour with Q&A
In this training, participants will get an overview of stress basics as well as practical suggestions for coping with stressful situations, like in the workplace. The concept of stress hardiness is also introduced as a focus for healthy stress management. In addition, attendees will get tools to help them dial down stress and better understand personal and organizational aspects of stress.

Participants will:
- Learn ways to respond to stress differently
- Apply several stress management techniques
- Identify common sources of stress and our reactions to it

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hong Kong	Cantonese and English	Romania	Romanian
Australia	English	Hungary	English and Hungarian	Russian Federation	Russian
Austria	English and German	India	English	Serbia	Serbian
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Singapore	English
Brazil	English and Portuguese	Ireland	English	Slovakia	Slovakian
Bulgaria	Bulgarian and English	Italy	English and Italian	South Africa	English
Chile	Spanish	Japan	Japanese	Spain	English and Spanish
Colombia	Spanish	Kazakhstan	Russian	Switzerland	English, French, and German
Costa Rica	Spanish	Kenya	English and Kiswahili	Taiwan	English and Mandarin
Czech Republic	Czech and English	Malaysia	Bahasa Malaysia and English	Trinidad and Tobago	English
Dominican Republic	Spanish	Mexico	Spanish	Turkey	Turkish
Ecuador	Spanish	New Zealand	English	Ukraine	Russian
Egypt	Arabic and English	Nicaragua	Spanish	United Arab Emirates	English
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
France	French	Paraguay	Spanish	United States	English and Spanish
Greece	English and Greek	Peru	Spanish	Uruguay	Spanish
Guatemala	Spanish	Philippines	Filipino	Venezuela	Spanish
Honduras	Spanish	Puerto Rico	English		

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Romanian
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Hungarian	Serbian
	Bulgarian	Italian	Slovakian
	Cantonese	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	English	Mandarin	Turkish
	French (European)	Portuguese (European)	Vietnamese

How to Navigate Workplace Uncertainty (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

In an age of mergers, downsizing, reorganizations, globalization and myriad other events, employees may no longer be able to view their positions as stable. How does this state of affairs impact the workplace and the employee? In this highly interactive training program, participants will have an opportunity to examine the changes taking place and explore methods for accommodating those changes.

Participants will:
- Articulate the causes of workplace uncertainty
- Determine both positive and negative reactions to the changing workplace
- Identify symptoms related to workplace uncertainty
- Select appropriate coping mechanisms
- Know when to seek additional help

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
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Languages for U.S. Training
English
Spanish

Preventing Burnout (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Today, work/life balance can be difficult, and many people feel pressured to work faster, harder and longer hours. This can lead to burnout, resulting in decreased productivity and dissatisfaction, among other things. Attendees will examine causes of burnout and potential solutions along with ideas to decrease the likelihood of experiencing burnout.

Participants will:
- Brainstorm possible solutions
- Determine what they can control
- Identify what causes of burnout
- Make a personal plan to reduce burnout
- Define burnout and if they are close to it
- Examine the facts – and fiction – surrounding burnout

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hungary	English and Hungarian	Russian Federation	Russian
Australia	English	India	English	Serbia	Serbian
Austria	German	Indonesia	Bahasa Indonesia and English	Singapore	English
Bolivia	Spanish	Ireland	English	South Africa	English
Bulgaria	Bulgarian and English	Italy	English and Italian	South Korea	Korean
Chile	Spanish	Japan	English and Japanese	Spain	English and Spanish
Colombia	Spanish	Kazakhstan	Russian	Switzerland	English, French, and German
Costa Rica	Spanish	Kenya	English and Kiswahili	Taiwan	English and Mandarin
Czech Republic	Czech and English	Malaysia	Bahasa Malaysia and English	Trinidad and Tobago	English
Dominican Republic	Spanish	Mexico	Spanish	Turkey	Turkish
Ecuador	Spanish	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Panama	Spanish	United Arab Emirates	English
France	French	Paraguay	Spanish	United Kingdom	English
Germany	German	Peru	Spanish	United States	English and Spanish
Greece	English and Greek	Philippines	English and Filipino	Uruguay	Spanish
Guatemala	Spanish	Poland	English and Polish	Venezuela	Spanish
Honduras	Spanish	Puerto Rico	English		
Hong Kong	Cantonese and English	Romania	English and Romanian		

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Romanian
	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Serbian
	Cantonese	Japanese	Slovakian
	Czech	Kiswahili	Spanish (European)
	Dutch	Korean	Spanish (Latin American)
	English	Mandarin	Turkish
	French (Canadian)	Polish	Vietnamese
	French (European)	Portuguese (Brazilian)	

Resilience: Beyond the Basics
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

There is a popular saying that we are made stronger through our difficulties. Now science has caught up with popular culture and there is evidence that it is true. Usually, we consider that resilience is a dynamic process of adaptation to adversity, but this assumes that we simply use our resilience to bounce back to our previous state. Instead, research is showing that there is another level where we actually emerge from set-backs even stronger. This seminar will explore the attendees' experiences that can leave them more resilient and ready to cope with adversity. Note: This is a more advanced presentation on resilience and assumes participants have been to a course covering the basics of resilience such as Build Your Resilience.

Participants will explore:
- The role of a personal ecosystem
- Developing emotional insight
- Becoming more reflective
- Integration of adversity to ensure a more enduring bounce back

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Guatemala	Spanish	Pakistan	English and Urdu
Australia	English	Honduras	Spanish	Peru	Spanish
Bolivia	Spanish	Hong Kong	Cantonese and English	Philippines	English and Filipino
Brazil	Portuguese	Hungary	English and Hungarian	Portugal	English and Portuguese
Bulgaria	Bulgarian and English	Italy	English and Italian	Singapore	English
Canada	English	India	English	Spain	English and Spanish
Chile	Spanish	Japan	English and Japanese	Switzerland	English, French, and German
Colombia	Spanish	Kazakhstan	Russian	Ukraine	Russian
Costa Rica	Spanish	Kenya	English and Kiswahili	United Arab Emirates	English
Czech Republic	Czech and English	Malaysia	Bahasa Malaysia and English	United Kingdom	English
Dominican Republic	Spanish	Mexico	Spanish	United States	English and Spanish
Ecuador	Spanish	Nicaragua	Spanish	Uruguay	Spanish
El Salvador	Spanish	Panama	Spanish	Venezuela	Spanish
Germany	German	Paraguay	Spanish		

Webinar training currently available in the following languages:
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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Portuguese (Brazilian)
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Romanian
	Bulgarian	Hungarian	Russian
	Cantonese	Italian	Serbian
	Czech	Japanese	Spanish (European)
	Dutch	Kiswahili	Spanish (Latin American)
	English	Korean	Thai
	Filipino	Mandarin	Turkish
	French (Canadian)	Polish	Vietnamese

Stress: Beyond the Basics
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

This is a theory-light program on stress and assumes that participants have attended one of our other tutorials on stress (for example, Get the Best of Stress or Preventing Burnout). It is important that anyone attending this seminar knows about issues such as, "what stress is" and "how it affects us". This background understanding allows this program to focus entirely on four lenses for dealing with stress. Consequently, the program is very practical and very personalized making it highly relevant and impactful in today's difficult times.

Participants will explore, adapt, and adopt:

- Physical-oriented approaches: used to mobilize the body in positive ways to mitigate the effects of stress
- Emotion-oriented approaches: used to change the way we see a stressful situation
- Acceptance-oriented approaches: used for dealing with stressful situations we just cannot control
- Action-orientated approaches: used to take action to change a stressful situation
- The specific combination that works best for keeping an individual's stress levels under control

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Honduras	Spanish	Poland	English and Polish
Australia	English	Hong Kong	Cantonese and English	Portugal	English and Portuguese
Austria	German	Hungary	English and Hungarian	Romania	English and Romanian
Belgium	Dutch and English	India	English	Russian Federation	Russian
Brazil	Portuguese	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bulgaria	Bulgarian and English	Italy	English and Italian	Singapore	English
Canada	English and French	Japan	English and Japanese	South Korea	Korean
Chile	Spanish	Kazakhstan	Russian	Spain	English and Spanish
China	Mandarin	Kenya	English and Kiswahili	Switzerland	English, French, and German
Colombia	Spanish	Luxembourg	English	Taiwan	English and Mandarin
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Thailand	English and Thai
Czech Republic	Czech and English	Mexico	Spanish	Turkey	Turkish
Dominican Republic	Spanish	Netherlands	Dutch and English	Ukraine	Russian
Ecuador	Spanish	Nicaragua	Spanish	United Arab Emirates	English
El Salvador	Spanish	Pakistan	English and Urdu	United Kingdom	English
France	French	Panama	Spanish	United States	English and Spanish
Germany	German	Paraguay	Spanish	Uruguay	Spanish
Greece	Greek	Peru	Spanish	Venezuela	Spanish
Guatemala	Spanish	Philippines	English and Filipino	Vietnam	Vietnamese

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Romanian
	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Serbian
	Cantonese	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	Dutch	Korean	Thai
	English	Mandarin	Turkish
	Filipino	Polish	Urdu
	French (European)	Portuguese (Brazilian)	Vietnamese

How to Be an Effective Workplace Leader
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Today, leadership requires a more complex set of skills and values than at any time in the past. Vision, trust, integrity and empowerment have become critical elements of effective leadership. This training will provide the framework for becoming an effective and ethical leader whether leading a small team of people or a large organization.

Participants will:
- Identify the challenges of leadership
- Discuss myths and realities of leadership
- Describe the qualities of an effective leader
- Create an action plan for developing leadership skills
- Determine the difference between leaders and managers
- Define the differences between leadership today and in the past

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Portugal	Portuguese
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Russian Federation	Russian
Brazil	Portuguese	Italy	English and Italian	Serbia	Serbian
Bulgaria	Bulgarian and English	Japan	English and Japanese	Singapore	English
Chile	Spanish	Kazakhstan	Russian	Slovakia	English and Slovak
Colombia	Spanish	Kenya	English and Kiswahili	South Africa	English
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	Mandarin
Dominican Republic	Spanish	New Zealand	English	Trinidad and Tobago	English
Ecuador	Spanish	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Panama	Spanish	United Arab Emirates	English
Germany	English and German	Paraguay	Spanish	United Kingdom	English
Greece	English and Greek	Peru	Spanish	United States	English and Spanish
Guatemala	Spanish	Philippines	English	Uruguay	Spanish
Honduras	Spanish	Puerto Rico	English	Venezuela	Spanish

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Italian	Serbian
	Bulgarian	Japanese	Slovakian
	Czech	Kiswahili	Spanish (Latin American)
	English	Mandarin	
	French (European)	Portuguese (Brazilian)	

How to Make Better Decisions with Critical Thinking
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

What's the best approach to problem-solving? How do you choose between viable options? What are common barriers to critical thinking? These and other questions will be addressed in this program that will teach employees ways to examine information from an objective, critical vantage point.

Participants will:
- Examine strategies to manage risk
- Apply a weighted pros and cons list
- Develop a process for critical thinking
- Use tips and techniques for making better decisions
- Identify common thinking/decision-making traps and how to avoid them

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Italy	English and Italian	Serbia	Serbian
Bolivia	Spanish	Japan	Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English and Slovak
Chile	Spanish	Kenya	English and Kiswahili	South Africa	English
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Spain	English and Spanish
Costa Rica	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Dominican Republic	Spanish	New Zealand	English	Taiwan	Mandarin
Ecuador	Spanish	Nicaragua	Spanish	Trinidad and Tobago	English
El Salvador	Spanish	Panama	Spanish	Ukraine	Russian
Germany	English and German	Paraguay	Spanish	United Arab Emirates	English
Greece	English and Greek	Peru	Spanish	United Kingdom	English
Guatemala	Spanish	Philippines	English	United States	English and Spanish
Honduras	Spanish	Portugal	Portuguese	Uruguay	Spanish
India	English	Puerto Rico	English	Venezuela	Spanish
Indonesia	Bahasa Indonesia	Russian Federation	Russian		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Italian	Serbian
	Bulgarian	Japanese	Slovakian
	English	Kiswahili	Spanish (European)
	French (European)	Mandarin	Spanish (Latin American)

How to Support Mental Health Concerns in the Workplace

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

This session covers depression and anxiety, two of the most common mental health issues that can affect us, our families, friends and the workplace. Participates will learn important information about what depression and anxiety are, what to do, and where to go to find personal or family support.

Participants will:
- Identify appropriate intervention methods
- Understand the impact of clinical depression in the workplace
- Clarify difference between feeling "down", sadness and depression
- Create an action plan for how to support mental health concerns in the workplace

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Puerto Rico	English
Australia	English	Indonesia	Bahasa Indonesia	Romania	English and Romanian
Austria	English and German	Ireland	English	Russian Federation	Russian
Belgium	Dutch, English, and French	Italy	English and Italian	Serbia	Serbian
Brazil	Portuguese	Japan	English and Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English and Slovakian
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Luxembourg	Dutch, English, and French	South Korea	Korean
China	Mandarin	Malaysia	Bahasa Malaysia and English	Spain	English and Spanish
Colombia	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Costa Rica	Spanish	Netherlands	Dutch and English	Taiwan	English and Mandarin
Czech Republic	Czech	New Zealand	English	Thailand	English and Thai
Egypt	English	Nigeria	English	Trinidad and Tobago	English
France	French	Pakistan	English and Urdu	Ukraine	Russian
Germany	English and German	Panama	Spanish	United Arab Emirates	English
Greece	English and Greek	Peru	Spanish	United Kingdom	English
Guatemala	Spanish	Philippines	English and Filipino	United States	English and Spanish
Hong Kong	English	Poland	Polish	Venezuela	Spanish
Hungary	English and Hungarian	Portugal	English and Portuguese	Vietnam	English and Vietnamese

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Romanian
	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Slovakian
	Czech	Japanese	Spanish (European)
	Dutch	Kiswahili	Spanish (Latin American)
	English	Korean	Thai
	Filipino	Mandarin	Urdu
	French (Canadian)	Polish	Vietnamese
	French (European)	Portuguese (Brazilian)	

Wellness and Work/Life Seminars

Parenting/Family

Aging
- Caring for Elders

Family and Other Relationships
- How to Support Mental Health Concerns with Friends and Family
- Making the Holidays Happier (US Only)
- Managing Family and Relationships

Parenting
- Positive Parenting
- Teaching Your Kids Accountability (US Only)

Healthy Lifestyle
- Boosting Energy Naturally
- Eating Healthier On-the-Go
- Eating Healthy for Less
- Five Steps to Healthier Eating
- I'm Too Busy to Eat Healthily
- Losing Weight Healthfully
- Making Time for Fitness

Stress
- How to Better Manage Stress
- Maintaining Balance in Life

Wellness
- Aging Healthfully
- Creating a Healthier Lifestyle (US Only)
- How to Beat Fatigue and Sleep Better
- Menopause and Mental Health
- Quitting Smoking
- Relaxation Techniques

Life Skills

Financial
- How to Manage Your Finances (US Only)

Personal Growth/Challenges
- Compassion Fatigue
- Coping with Traumatic Events
- Dealing with Grief and Loss
- Embracing Happiness
- How to Create Passion and Motivation in the Workplace
- How to Understand and Develop Emotional Intelligence
- Mindfulness
- Planning Your Retirement
- Social Media: Use and Misuse

Time
- How to Simplify Your Life
- How to Slow Down (US Only)
- Making the Most of Your Working Day

58

Parenting/Family
Aging

Caring for Elders
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This course aims to educate on all facets of ageing and caring for those who are ageing. Using interactive exercises to engage the participants, this course prepares us for our own eventual ageing as well as caring for our parents and others. Symptoms and behaviors of those who have dementia are explored and warning signs, coping strategies, and safety tips are considered. Finally, it is stressed that no matter what, it's always important to take care of yourself, too.

Participants will:
- Understand the aging process.
- Discuss the signs of Dementia and the impact on behavior.
- Raise awareness of warning signs of health issues.
- Discuss agitated and disinhibited behaviors.
- Discuss practical coping strategies.
- Understand the importance of looking after yourself

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Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Australia	English	Italy	English and Italian	Serbia	Serbian
Austria	German	Japan	English and Japanese	Singapore	English
Brazil	Portuguese	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Malaysia	Bahasa Malaysia and English	South Africa	English
Canada	English and French	Mexico	Spanish	South Korea	Korean
Egypt	Arabic and English	New Zealand	English	Spain	English and Spanish
Greece	English and Greek	Pakistan	English and Urdu	Switzerland	English, French, and German
Hong Kong	English	Philippines	English and Filipino	Taiwan	English and Mandarin
Hungary	English and Hungarian	Poland	Polish	Thailand	English and Thai
India	English	Portugal	Portuguese	United Kingdom	English
Indonesia	Bahasa Indonesia	Puerto Rico	English	United States	English and Spanish
Ireland	English	Romania	English and Romanian		
Israel	Hebrew	Russian Federation	Russian		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Hebrew	Romanian
Spanish	Bahasa Indonesia	Hungarian	Russian
	Bahasa Malaysia	Italian	Serbian
	Bulgarian	Japanese	Slovakian
	English	Kiswahili	Spanish (European)
	Filipino	Korean	Spanish (Latin American)
	French (Canadian)	Mandarin	Thai
	French (European)	Polish	Urdu
	German	Portuguese (Brazilian)	
	Greek	Portuguese (European)	

How to Support Mental Health Concerns with Friends and Family
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
From time to time we all have friends or family who suffer with low mood. When low mood persists, it is hard to know what to do, especially when you worry about making things worse. This is not a program about your mental and emotional health, but it is about the very positive role you can play in other's wellness. Because you are probably not a doctor or health professional, there are limits to the support you can provide, so it is important to know those boundaries. Then, once you understand those limitations there are many helpful and supportive conversations and actions you can be taking.

Participants will:
- Understand the boundaries of being a supportive friend vs the role of professionals
- Know how to overcome social stigma and start the conversation
- Identify questions to ask and actions to take
- Recognize the importance of being there
- Learn that talking about suicide will not make things worse
- Explore how to follow up without being intrusive

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Guatemala	Spanish	Poland	English and Polish
Australia	English	Honduras	Spanish	Portugal	Portuguese
Austria	German	Hong Kong	Cantonese and English	Romania	English and Romanian
Bolivia	Spanish	Hungary	English and Hungarian	Russian Federation	Russian
Brazil	Portuguese	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bulgaria	Bulgarian and English	Ireland	English	Singapore	English
Canada	English	Italy	English and Italian	South Africa	English
Chile	Spanish	Japan	English and Japanese	Spain	English and Spanish
China	Mandarin	Kenya	English and Kiswahili	Switzerland	English, French, and German
Colombia	Spanish	Korea	Korean	Taiwan	Mandarin
Costa Rica	Spanish	Malaysia	Bahasa Malaysia	Thailand	English and Thai
Czech Republic	Czech and English	Mexico	Spanish	United Arab Emirates	English
Dominican Republic	Spanish	New Zealand	English	United Kingdom	English
Ecuador	Spanish	Nicaragua	Spanish	United States	English and Spanish
Egypt	Arabic and English	Pakistan	English and Urdu	Uruguay	Spanish
El Salvador	Spanish	Panama	Spanish	Venezuela	Spanish
France	French	Paraguay	Spanish	Vietnam	English and Vietnamese
Germany	German	Peru	Spanish		
Greece	Greek	Philippines	Filipino		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Hungarian	Serbian
	Bulgarian	Japanese	Spanish (European)
	Cantonese	Kiswahili	Spanish (Latin American)
	Czech	Korean	Thai
	English	Mandarin	Urdu
	Filipino	Polish	Vietnamese
	French (European)	Portuguese (Brazilian)	

Making the Holidays Happier (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
"Making the Holidays Happier" helps employees identify some of the factors that contribute to holiday stress. It also explores a variety of ways to create the kind of holiday celebration that meets individual needs. Attendees will be able to make better choices for the holidays while lowering stress levels, improving family relationships and having more fun.

Participants will:
- Identify factors that contribute to holiday stress
- Practice techniques for keeping expectations realistic
- Make a plan for approaching the holidays differently this year
- Determine coping strategies that promote well-being throughout this season

Planning tip: This program is most effective when presented prior to the onset of the holiday season, by October or early November.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
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Languages for U.S. Training
English
Spanish

Managing Family and Relationships
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

Making intimate relationships work is a far more difficult task than we generally recognize. In this session, we will look at the key ingredients to building good relationships, overcoming blockages to effective communication and ways to manage and nurture relationships in our busy lives.

Participants will:
- Discuss interpersonal communication
- Discuss behavior and how it relates to communication skills
- Understand the process of escalation of conflict
- Give some practical tools and techniques to help improve close and extended family relationships

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Serbia	Serbian
Australia	English	Indonesia	Bahasa Indonesia	Singapore	English
Austria	German	Ireland	English	Slovakia	English and Slovakian
Bolivia	Spanish	Italy	English and Italian	South Africa	English
Brazil	Portuguese	Japan	English and Japanese	South Korea	Korean
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Spain	English and Spanish
Chile	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
China	Mandarin	Mexico	Spanish	Taiwan	English and Mandarin
Colombia	Spanish	New Zealand	English	Thailand	English and Thai
Costa Rica	Spanish	Pakistan	English and Urdu	Turkey	Turkish
Czech Republic	English	Panama	Spanish	United Arab Emirates	English
Ecuador	Spanish	Peru	Spanish	United Kingdom	English
Egypt	Arabic and English	Philippines	English and Filipino	United States	English and Spanish
El Salvador	Spanish	Poland	Polish	Uruguay	Spanish
Greece	English and Greek	Portugal	Portuguese	Venezuela	Spanish
Guatemala	Spanish	Puerto Rico	English	Vietnam	English and Vietnamese
Hong Kong	Cantonese and English	Romania	English and Romanian		
Hungary	English and Hungarian	Russian Federation	Russian		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Hungarian	Serbian
Spanish	Bahasa Indonesia	Italian	Slovakian
	Bahasa Malaysia	Japanese	Spanish (European)
	Bulgarian	Kiswahili	Spanish (Latin American)
	Cantonese	Korean	Thai
	English	Mandarin	Turkish
	Filipino	Polish	Urdu
	French (European)	Portuguese (European)	Vietnamese
	German	Romanian	
	Greek	Russian	

Parenting

Positive Parenting
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

Raising children today comes with its challenges. With so many competing values, it's important to know what to do to help our children thrive. This presentation provides practical information about parenting issues for toddlers, children and adolescents. The majority of information focuses on children and adolescents.

Participants will:
- Discuss the family life cycle
- Identify principles to live by
- Mark moral milestones by age
- Explore how to problem-solve with children
- Examine traits most parents want to see in their children

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hungary	English and Hungarian	Puerto Rico	English
Australia	English	India	English	Romania	English and Romanian
Austria	English and German	Indonesia	Bahasa Indonesia and English	Russian Federation	Russian
Brazil	Portuguese	Ireland	English	Singapore	English
Bulgaria	Bulgarian and English	Israel	Hebrew	Slovakia	English and Slovakian
Canada	English and French	Italy	English and Italian	South Africa	English
Chile	Spanish	Japan	English and Japanese	South Korea	Korean
China	Mandarin	Kazakhstan	Russian	Spain	English and Spanish
Colombia	Spanish	Kenya	English and Kiswahili	Switzerland	English, French, and German
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Taiwan	English and Mandarin
Ecuador	Spanish	Mexico	Spanish	Thailand	English and Thai
El Salvador	Spanish	New Zealand	English	Turkey	Turkish
Germany	English and German	Panama	Spanish	Ukraine	Russian
Greece	English and Greek	Peru	Spanish	United Arab Emirates	English
Guatemala	Spanish	Philippines	English and Filipino	United Kingdom	English
Honduras	Spanish	Poland	Polish	United States	English and Spanish
Hong Kong	English	Portugal	English and Portuguese	Vietnam	English and Vietnamese

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Portuguese (European)
Spanish	Bahasa Indonesia	Hebrew	Romanian
	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Slovakian
	English	Japanese	Spanish (European)
	Filipino	Kiswahili	Spanish (Latin American)
	French (Canadian)	Korean	Turkish
	French (European)	Mandarin	Thai
	German	Polish	Vietnamese

63

Teaching Your Kids Accountability (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Parents will learn to identify what it takes to be a responsible, but not overbearing, parent. In addition, this program addresses important decision-making and problem-solving skills. Participants will also have an opportunity to learn and practice realistic communication skills that work with kids from young children through school age.

Participants will:
- Create communication strategies that boost children's motivation and self-esteem
- Determine questions to consider when deciding how much help to give with chores
- Explore how to give kids opportunities to make choices, assume responsibility, solve problems … and experience consequences

Planning tip: This program goes into depth around decision-making, problem-solving, communication strategies and age-appropriate chores.

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Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
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Languages for U.S. Training
English
Spanish

Healthy Lifestyle

The following seminars are designed to help employees eat right, get moving and make additional healthy choices. The seminars can stand alone or be offered as a series.

Boosting Energy Naturally
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Here's an opportunity to look at strategies to increase energy and perk up life, naturally. Participants will gain useful and accurate information regarding healthy eating practices and they'll learn which snacks to reach for when a boost is needed.

Participants will:
- Learn new strategies to improve our energy stores
- Identify specific activities to incorporate into our daily routines
- Recognize how nutrition, exercise and stress management impacts overall health and energy levels.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hong Kong	English	Russian Federation	Russian
Austria	German	India	English	Singapore	English
Bolivia	Spanish	Indonesia	Bahasa Indonesia	South Africa	English
Bulgaria	Bulgarian and English	Ireland	English	Spain	English and Spanish
Chile	Spanish	Japan	Japanese	Switzerland	English, French, and German
Colombia	Spanish	Kenya	English	Taiwan	Mandarin
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Trinidad and Tobago	English
Czech Republic	Czech and English	Mexico	Spanish	Ukraine	Russian
Dominican Republic	Spanish	Nicaragua	Spanish	United Arab Emirates	English
Ecuador	Spanish	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Paraguay	Spanish	United States	English and Spanish
Germany	German	Peru	Spanish	Uruguay	Spanish
Greece	English and Greek	Philippines	English	Venezuela	Spanish
Guatemala	Spanish	Portugal	Portuguese		
Honduras	Spanish	Puerto Rico	English		

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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	English	Mandarin
Spanish	Bahasa Indonesia	French (European)	Portuguese (European)
	Bahasa Malaysia	German	Russian
	Bulgarian	Greek	Spanish (European)
	Czech	Japanese	Spanish (Latin American)

Eating Healthier On-the-Go
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
When life gets busy, it can be easy to get in the habit of eating too many over-processed foods, like in fast food restaurants. But, with a bit of planning and awareness, you can create your own "fast foods" that are good for you and taste great.

Participants will:
- Learn how to make their own "fast food"
- Discover strategies for healthy office eating
- Develop a personal action plan for healthier eating
- Determine how to make better choices when eating out

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Portugal	Portuguese
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Puerto Rico	English
Bulgaria	Bulgarian and English	Italy	Italian	Russian Federation	Russian
Chile	Spanish	Japan	Japanese	South Africa	English
Colombia	Spanish	Kenya	English and Kiswahili	Switzerland	English, French, and German
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Taiwan	English and Mandarin
Dominican Republic	Spanish	Mexico	Spanish	United Arab Emirates	English
Ecuador	Spanish	New Zealand	English	United Kingdom	English
El Salvador	Spanish	Nicaragua	Spanish	United States	English and Spanish
Germany	English and German	Panama	Spanish	Uruguay	Spanish
Greece	English and Greek	Paraguay	Spanish	Venezuela	Spanish
Guatemala	Spanish	Peru	Spanish		
Honduras	Spanish	Philippines	English		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Portuguese (European)
Spanish	Bahasa Indonesia	German	Russian
	Bahasa Malaysia	Greek	Spanish (Latin American)
	Bulgarian	Japanese	
	English	Kiswahili	

Eating Healthy for Less (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
It's easy to get caught up in the belief that making healthy food choices is too expensive. That's why this training offers tips for finding the food that's best for us at a price that's affordable. It also features a couple of healthy recipes that won't break the bank.

Participants will:
- Strategize smarter shopping trips
- Discover ways to reduce food waste
- Identify general nutrition recommendations
- Explore planning tips for better budget and nutrition
- Develop strategies for saving on nutrition at work and school

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Honduras	Spanish	Portugal	Portuguese
Bolivia	Spanish	India	English	Puerto Rico	English
Brazil	Portuguese	Indonesia	Bahasa Indonesia	Russian Federation	Russian
Bulgaria	Bulgarian and English	Italy	Italian	Slovakia	English and Slovak
Chile	Spanish	Japan	Japanese	South Africa	English
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Costa Rica	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Dominican Republic	Spanish	New Zealand	English	United Arab Emirates	English
Ecuador	Spanish	Nicaragua	Spanish	United Kingdom	English
El Salvador	Spanish	Panama	Spanish	United States	English and Spanish
Germany	English and German	Paraguay	Spanish	Uruguay	Spanish
Greece	English and Greek	Peru	Spanish	Venezuela	Spanish
Guatemala	Spanish	Philippines	English and Filipino		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Portuguese (Brazilian)
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Russian
	Bulgarian	Japanese	Slovakian
	English	Kiswahili	Spanish (Latin American)

Five Steps to Healthier Eating
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Offering a non-diet approach, this program helps make it easy to make healthier food choices. Following a five-step process, participants will learn about reaching a healthy body weight — and maintaining it, too.

Participants will:
- Create a plan of action
- Learn to be mindful eaters
- Identify the foods arounds us
- Discuss behaviors that may get in the way
- Differentiate what we think we "should" eat from what's lacking
- Use Body Mass Index (BMI) to determine a realistic goal weight

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Portugal	Portuguese
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Puerto Rico	English
Bulgaria	Bulgarian and English	Italy	Italian	Russian Federation	Russian
Chile	Spanish	Japan	Japanese	Slovakia	English and Slovak
Colombia	Spanish	Kenya	English and Kiswahili	South Africa	English
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Dominican Republic	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Ecuador	Spanish	New Zealand	English	United Arab Emirates	English
El Salvador	Spanish	Nicaragua	Spanish	United Kingdom	English
Germany	English and German	Panama	Spanish	United States	English and Spanish
Greece	English and Greek	Paraguay	Spanish	Uruguay	Spanish
Guatemala	Spanish	Peru	Spanish	Venezuela	Spanish
Honduras	Spanish	Philippines	English and Filipino		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (Canadian)	Kiswahili
Spanish	Bahasa Indonesia	French (European)	Portuguese (European)
	Bahasa Malaysia	German	Russian
	Bulgarian	Greek	Slovakian
	English	Japanese	Spanish (Latin American)

I'm too Busy to Eat Healthily
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This course covers the basics of eating well, addressing why we should do it and how we can make it work in our busy lives. It goes over myths about healthy eating and weight loss, the science behind healthy and balanced diets, and healthy meal suggestions for busy people.

Participants will:
- Understand why you should eat well
- Learn truths and myths about 'healthy eating'
- Understand a balanced diet
- Receive Information about foods that stress the body
- Learn the importance of balancing blood sugar
- Learn simple breakfast, lunch and evening meal ideas

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Ireland	English	Puerto Rico	English
Austria	German	Italy	Italian	Russian Federation	Russian
Belgium	Dutch, English, and French	Japan	Japanese	Singapore	English
Brazil	Portuguese	Kazakhstan	Russian	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Luxembourg	Dutch, English, and French	Spain	English and Spanish
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Czech Republic	Czech	Mexico	Spanish	Taiwan	Mandarin
Egypt	Arabic and English	Netherlands	Dutch and English	Thailand	English and Thai
El Salvador	Spanish	New Zealand	English	Ukraine	Russian
Greece	English and Greek	Panama	Spanish	United Arab Emirates	English
Hong Kong	English	Peru	Spanish	United Kingdom	English
Hungary	English and Hungarian	Philippines	English and Filipino	United States	English and Spanish
India	English	Poland	Polish		
Indonesia	Bahasa Indonesia	Portugal	Portuguese		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Portuguese (Brazilian)
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Russian
	Bulgarian	Hungarian	Slovakian
	Czech	Japanese	Spanish (European)
	Dutch	Kiswahili	Spanish (Latin American)
	English	Mandarin	Thai
	Filipino	Polish	

Losing Weight Healthfully
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

As a nation obsessed with both food and dieting, many people experience the roller-coaster effect that often happens with rigid dieting. This program offers a nutrition self-assessment checklist, a hunger-fullness continuum, information about carbohydrates and protein, tips for eating out and a checklist to help determine when professional weight-loss help is needed.

Participants will:
- Consider the timing of eating
- Identify obstacles to losing weight
- Make an action plan for lasting change
- Learn appropriate portion sizes to promote weight loss
- Explore the nutritional value of carbohydrates and protein

Planning tip: This seminar is particularly well-received in January when people are trying to lose weight after the holidays or keep New Year's resolutions.

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Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Portugal	Portuguese
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Puerto Rico	English
Bulgaria	Bulgarian and English	Italy	Italian	Russian Federation	Russian
Chile	Spanish	Japan	Japanese	South Africa	English
Colombia	Spanish	Kenya	English and Kiswahili	South Korea	Korean
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Dominican Republic	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Ecuador	Spanish	New Zealand	English	United Arab Emirates	English
El Salvador	Spanish	Nicaragua	Spanish	United Kingdom	English
Germany	English and German	Panama	Spanish	United States	English and Spanish
Greece	English and Greek	Paraguay	Spanish	Uruguay	Spanish
Guatemala	Spanish	Peru	Spanish	Venezuela	Spanish
Honduras	Spanish	Philippines	English		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Korean
Spanish	Bahasa Indonesia	German	Mandarin
	Bahasa Malaysia	Greek	Portuguese (European)
	Bulgarian	Japanese	Russian
	English	Kiswahili	Spanish (Latin American)

Making Time for Fitness (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
An estimated 80 percent of the U.S. population doesn't get enough exercise, and 60 percent are sedentary. For that reason, this program serves as a great reminder for so many. It shares practical ways for even the busiest person to weave 30 minutes of physical activity into their day.

Participants will:
- Define the FITT principle
- Create a personal action plan
- Identify ways to fit fitness into their day
- Discover the benefits of physical activity
- Explore ways to be more physically active

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Ireland	English	Portugal	Portuguese
Belgium	Dutch, English, and French	Italy	Italian	Puerto Rico	English
Brazil	Portuguese	Japan	Japanese	Russian Federation	Russian
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Singapore	English
Canada	English and French	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Chile	Spanish	Luxembourg	Dutch, English, and French	South Africa	English
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Czech Republic	Czech	Mexico	Spanish	Taiwan	Mandarin
Greece	English and Greek	Netherlands	Dutch and English	Thailand	English and Thai
Hong Kong	English	New Zealand	English	Ukraine	Russian
Hungary	English and Hungarian	Panama	Spanish	United Kingdom	English
India	English	Philippines	English and Filipino	United States	English and Spanish
Indonesia	Bahasa Indonesia	Poland	Polish		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (Canadian)	Polish
Spanish	Bahasa Indonesia	French (European)	Portuguese (European)
	Bahasa Malaysia	German	Russian
	Bulgarian	Greek	Slovakian
	Czech	Hungarian	Spanish (Latin American)
	Dutch	Japanese	Thai
	English	Kiswahili	
	Filipino	Mandarin	

How to Better Manage Stress
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
In this program, participants will learn to identify the stressors in their lives and understand the impacts. Focus is placed on the use of positive coping mechanisms to reduce the negative effects of stress. Attendees will have an opportunity to practice relaxation exercises.

Participants will:
- Examine personal values and choices
- Learn skills for managing multiple demands
- Assess their current state of balance and stress
- Identify resources that can be used to meet needs
- Explore ways to better balance the conflicting demands of life

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia and English	Romania	English and Romanian
Australia	English	Ireland	English	Russian Federation	Russian
Austria	English and German	Israel	Hebrew	Singapore	English
Belgium	Dutch, English, and French	Italy	English and Italian	Slovakia	English and Slovakian
Brazil	Portuguese	Japan	Japanese	South Africa	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Korea	Korean
Canada	English and French	Kenya	English and Kiswahili	Spain	English and Spanish
Chile	Spanish	Luxembourg	Dutch, English, and French	Switzerland	English, French, and German
China	Mandarin	Malaysia	Bahasa Malaysia and English	Taiwan	English and Mandarin
Colombia	Spanish	Mexico	Spanish	Thailand	English and Thai
Czech Republic	Czech and English	Netherlands	Dutch and English	Trinidad and Tobago	English
Ecuador	Spanish	New Zealand	English	Turkey	Turkish
Egypt	English	Nigeria	English	Ukraine	Russian
El Salvador	Spanish	Pakistan	English and Urdu	United Arab Emirates	English
France	French	Panama	Spanish	United Kingdom	English
Germany	English and German	Peru	Spanish	United States	English and Spanish
Greece	English and Greek	Philippines	English and Filipino	Uruguay	Spanish
Hong Kong	English	Poland	Polish and English	Venezuela	Spanish
Hungary	English and Hungarian	Portugal	English and Portuguese	Vietnam	English and Vietnamese
India	English	Puerto Rico	English		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Hebrew	Russian
	Bahasa Malaysia	Hungarian	Slovakian
	Bulgarian	Italian	Spanish (European)
	Czech	Japanese	Spanish (Latin American)
	Dutch	Kiswahili	Thai
	English	Korean	Turkish
	Filipino	Mandarin	Urdu
	French (Canadian)	Polish	Vietnamese
	French (European)	Portuguese (Brazilian)	
	German	Portuguese (European)	

Maintaining Balance in Life (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
A life that's out-of-balance can cause high levels of stress. Participants will have an opportunity to learn methods of using available resources to meet their individual needs. And they'll learn stress management techniques and take home a variety of tools for addressing stress.

Participants will:
- Examine personal values and choices
- Assess current state of balance and stress
- Identify resources that can be used to meet needs
- Learn skills to effectively manage multiple demands
- Explore ways to better balance the conflicting demands of life

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Romania	English and Romanian
Australia	English	Indonesia	Bahasa Indonesia and English	Russian Federation	Russian
Austria	English and German	Ireland	English	Singapore	English
Belgium	Dutch, English, and French	Israel	Hebrew	Slovakia	English and Slovakian
Brazil	Portuguese	Italy	English and Italian	South Africa	English
Bulgaria	Bulgarian and English	Japan	Japanese	South Korea	Korean
Canada	English and French	Kazakhstan	Russian	Spain	English and Spanish
Chile	Spanish	Kenya	English and Kiswahili	Switzerland	English, French, and German
China	Mandarin	Luxembourg	Dutch, English, and French	Taiwan	English and Mandarin
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Thailand	English and Thai
Czech Republic	Czech and English	Netherlands	Dutch and English	Trinidad and Tobago	English
Ecuador	Spanish	New Zealand	English	Turkey	Turkish
Egypt	English	Nigeria	English	Ukraine	Russian
El Salvador	Spanish	Pakistan	English and Urdu	United Arab Emirates	English
France	French	Peru	Spanish	United Kingdom	English
Germany	English and German	Philippines	English and Filipino	United States	English and Spanish
Greece	English and Greek	Poland	Polish and English	Uruguay	Spanish
Hong Kong	English	Portugal	English and Portuguese	Venezuela	Spanish
Hungary	English and Hungarian	Puerto Rico	English	Vietnam	English and Vietnamese

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Romanian
Spanish	Bahasa Indonesia	Hebrew	Russian
	Bahasa Malaysia	Hungarian	Slovakian
	Bulgarian	Italian	Spanish (European)
	Czech	Japanese	Spanish (Latin American)
	Dutch	Kiswahili	Thai
	English	Korean	Turkish
	Filipino	Mandarin	Urdu
	French (Canadian)	Polish	Vietnamese
	French (European)	Portuguese (Brazilian)	
	German	Portuguese (European)	

Wellness

Aging Healthfully
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Looking at research, like factors and myths related to aging, participants will learn about positive thinking and its contribution to healthy aging. The benefits of mobility, activity and exercise are also examined through group discussion.

Participants will:
- Explore the research on aging
- Learn the importance of balance
- Use a tool to sharpen self-awareness

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Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bulgaria	English and Bulgarian	Italy	English and Italian	Singapore	English
Bolivia	Spanish	Japan	Japanese	Slovakia	English and Slovak
Brazil	Portuguese	Kazakhstan	Russian	South Africa	English
Chile	Spanish	Kenya	English and Kiswahili	Switzerland	English, French, and German
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Taiwan	Mandarin
Costa Rica	Spanish	Mexico	Spanish	Trinidad and Tobago	English
Czech Republic	Czech and English	New Zealand	English	Ukraine	Russian
Dominican Republic	Spanish	Nicaragua	Spanish	United Arab Emirates	English
Ecuador	Spanish	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Paraguay	Spanish	United States	English and Spanish
Germany	English and German	Peru	Spanish	Uruguay	Spanish
Greece	English and Greek	Philippines	English	Venezuela	Spanish
Guatemala	Spanish	Puerto Rico	English	Vietnam	English
Honduras	Spanish	Romania	English and Romanian		
India	English	Russian Federation	Russian		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Romanian
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Italian	Serbian
	Bulgarian	Japanese	Slovakian
	Czech	Kiswahili	Spanish (Latin American)
	English	Mandarin	Vietnamese
	French (Canadian)	Portuguese (Brazilian)	
	French (European)	Portuguese (European)	

Creating a Healthier Lifestyle (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Wellness is much more than simply avoiding disease. This program introduces how proper nutrition, regular exercise, balanced lifestyle and stress management all contribute to wellness. It also includes specific nutritional information and tips for a healthy heart.

Participants will:
- Identify benefits of exercise
- Examine barriers to living healthier
- Apply MyPlate guidelines to their lifestyle
- Create an action plan to achieve a healthy lifestyle
- Compare their current lifestyle to a healthy lifestyle
- Explore the biopsychosocial connection and lifestyle balance
- Recognize the short- and long-term benefits of a healthy lifestyle
- Discuss the health risks associated with tobacco, alcohol abuse and excess stress

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
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Languages for U.S. Training
English
Spanish

How to Beat Fatigue and Sleep Better (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Not only is sleep important to our health, but not getting enough sleep can cause significant safety risks. This session explores the importance of sleep, the sleep cycle, tips to overcome the barriers to a good night's sleep and simple ways to develop good sleeping habits.

Participants will:
- Learn about the stages of sleep
- Learn how much sleep people need
- Discuss sleep habit tips
- Investigate the impacts of when you do not get enough sleep

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Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Ireland	English	Serbia	Serbian
Australia	English	Italy	English and Italian	Singapore	English
Austria	German	Japan	Japanese	Slovakia	English and Slovakian
Belgium	Dutch, English, and French	Kazakhstan	Russian	South Africa	English
Brazil	Portuguese	Kenya	English and Kiswahili	South Korea	Korean
Bulgaria	Bulgarian and English	Luxembourg	Dutch, English, and French	Spain	English and Spanish
Canada	English and French	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Chile	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Egypt	Arabic and English	Netherlands	Dutch and English	Thailand	English and Thai
El Salvador	Spanish	New Zealand	English	Ukraine	Russian
Greece	English and Greek	Philippines	English and Filipino	United Arab Emirates	English
Hong Kong	English	Poland	Polish	United Kingdom	English
Hungary	English and Hungarian	Portugal	Portuguese	United States	English and Spanish
India	English	Puerto Rico	English	Vietnam	English and Vietnamese
Indonesia	Bahasa Indonesia and English	Russian	Russian		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (Brazilian)
Spanish	Bahasa Indonesia	Greek	Portuguese (European)
	Bahasa Malaysia	Hungarian	Russian
	Bulgarian	Italian	Serbian
	Dutch	Japanese	Slovakian
	English	Kiswahili	Spanish (European)
	Filipino	Korean	Spanish (Latin American)
	French (Canadian)	Mandarin	Thai
	French (European)	Polish	Vietnamese

Menopause and Mental Health
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

Menopause marks the end of a woman's period and reproductive years. Some women look forward to this change, while others do not. Most women, however, do not welcome the symptoms that come with menopause, particularly when it comes to their mental health. This session will unpack menopause and mental health, dispelling some of the myths and presenting the facts. This session will also include practical strategies for women entering this stage in life, as well as for their colleagues, managers and organizations wishing to understand more and provide support.

Participants will:
•   Understand what menopause is and how it can affect mental health.
•   Explore how culture may impact a woman's experience of menopause.
•   Discuss how to open a dialogue about menopause in the workplace and what may help on an individual and an organizational level.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Guatemala	Spanish	Portugal	Portuguese
Australia	English	Honduras	Spanish	Russian Federation	Russian
Bolivia	Spanish	India	English	Singapore	English
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Spain	English and Spanish
Canada	English and French	Italy	English and Italian	Taiwan	Mandarin
Chile	Spanish	Kazakhstan	Russian	Thailand	English and Thai
Colombia	Spanish	Kenya	English and Kiswahili	United Arab Emirates	English
Costa Rica	Spanish	Mexico	Spanish	United Kingdom	English
Czech Republic	Czech and English	Nicaragua	Spanish	United States	English and Spanish
Dominican Republic	Spanish	Panama	Spanish	Ukraine	Russian
Ecuador	Spanish	Paraguay	Spanish	Uruguay	Spanish
El Salvador	Spanish	Peru	Spanish	Venezuela	Spanish
Greece	English and Greek	Philippines	English and Filipino	Vietnam	Vietnamese

Webinar training currently available in the following languages:
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•   Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (European)
Spanish	Bahasa Indonesia	Greek	Russian
	Bulgarian	Italian	Spanish (European)
	Czech	Japanese	Spanish (Latin American)
	English	Kiswahili	Thai
	Filipino	Mandarin	Vietnamese
	French (European)	Polish	
	French (Canadian)	Portuguese (Brazilian)	

Quitting Smoking
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This program presents participants with helpful ways to stop smoking, inviting attendees to choose a personalized approach that best suits their personality and lifestyle.

Participants will:
- Create a personal plan for quitting
- Discuss recovery and maintenance
- Understand the physiology of quitting
- Explore the behaviors associated with tobacco use
- Examine the process of quitting, including methods and medications

Planning tip: The Great American Smoke out is held each November.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Ireland	English	Romania	English and Romanian
Australia	English	Italy	English and Italian	Russian Federation	Russian
Belgium	Dutch, English, and French	Japan	Japanese	Serbia	Serbian
Brazil	Portuguese	Kazakhstan	Russian	Singapore	English
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Chile	Spanish	Luxembourg	Dutch, English, and French	South Africa	English
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	South Korea	Korean
Egypt	Arabic and English	Mexico	Spanish	Spain	English and Spanish
El Salvador	Spanish	Netherlands	Dutch and English	Switzerland	English, French, and German
France	French	New Zealand	English	Taiwan	English and Mandarin
Greece	English and Greek	Panama	Spanish	Thailand	English and Thai
Hong Kong	English	Peru	Spanish	Ukraine	Russian
Hungary	English and Hungarian	Poland	Polish	United Arab Emirates	English
India	English	Portugal	Portuguese	United Kingdom	English
Indonesia	Bahasa Indonesia	Puerto Rico	English	United States	English and Spanish

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Portuguese (European)
Spanish	Bahasa Indonesia	Hungarian	Romanian
	Bahasa Malaysia	Italian	Russian
	Bulgarian	Japanese	Serbian
	Dutch	Kiswahili	Slovakian
	English	Korean	Spanish (European)
	Filipino	Mandarin	Spanish (Latin American)
	French (European)	Polish	Thai
	German	Portuguese (Brazilian)	

Relaxation Techniques
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This session identifies the importance of relaxation in a high-stress world, defining what relaxation is and why it is important, as well as offers tips to insert relaxation practices into your daily life.

Participants will:
- Learn tips for energizing to improve effectiveness at work and at home
- Consider why relaxation skills are important
- Have an opportunity to practice some of the relaxation techniques

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Russian Federation	Russian
Australia	English	Indonesia	Bahasa Indonesia and English	Singapore	English
Austria	German	Ireland	English	Slovakia	English and Slovakian
Belgium	Dutch, English, and French	Italy	English and Italian	South Africa	English
Brazil	Portuguese	Japan	English and Japanese	South Korea	Korean
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Spain	English and Spanish
Canada	English and French	Kenya	English and Kiswahili	Switzerland	English, French, and German
Chile	Spanish	Luxembourg	Dutch, English, and French	Taiwan	English and Mandarin
China	Mandarin	Malaysia	Bahasa Malaysia and English	Thailand	English and Thai
Colombia	Spanish	Mexico	Spanish	Turkey	Turkish
Czech Republic	Czech and English	Netherlands	Dutch and English	Ukraine	Russian
Ecuador	Spanish	New Zealand	English	United Arab Emirates	English
Egypt	Arabic and English	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Peru	Spanish	United States	English and Spanish
Greece	English and Greek	Philippines	English and Filipino	Uruguay	Spanish
Honduras	Spanish	Poland	Polish	Vietnam	English and Vietnamese
Hong Kong	Cantonese and English	Portugal	Portuguese		
Hungary	English and Hungarian	Puerto Rico	English		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Portuguese (Brazilian)
Spanish	Bahasa Indonesia	German	Portuguese (European)
	Bahasa Malaysia	Greek	Russian
	Bulgarian	Hungarian	Slovakian
	Cantonese	Italian	Spanish (European)
	Czech	Japanese	Spanish (Latin American)
	Dutch	Kiswahili	Thai
	English	Korean	Turkish
	Filipino	Mandarin	Vietnamese
	French (Canadian)	Polish	

Life Skills
Financial

How to Manage Your Finances (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Participants will learn the importance of setting up and maintaining a budget. Information about establishing credit and the value of maintaining a good credit rating also are explored. While some saving choices may be reviewed, this class does not address long-term financial planning.

Participants will:
- Redesign spending habits
- Evaluate current financial situation
- Write an action plan to manage finances
- Identify the components of financial planning
- Explore ways to manage money more effectively

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
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Languages for U.S. Training
English
Spanish

Personal Growth/Challenges

Compassion Fatigue
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
When your job or circumstances invite you to view the world from the perspective of the suffering it is possible to suffer too. The very act of being compassionate and empathic extracts a cost under most circumstances. This depletion is known as compassion fatigue or, sometimes, vicarious trauma. Compassion fatigue can be debilitating robbing individuals of their spark of optimism, sense of humor and hope. It can be exhausting. In this one-hour program we cover the three things every professional helper needs to know. In addition, the program poses some questions back to participants to encourage them to reflect on whether they are at risk, thereby supporting them in any decision they may take to seek follow up.

Participants will
- Gain understanding of how to self-assess their risk
- Understand compassion fatigue
- Be able to self-monitor
- Put self-care strategies in place

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Guatemala	Spanish	Portugal	Portuguese
Australia	English	Honduras	Spanish	Romania	English and Romanian
Austria	English and German	Hungary	English and Hungarian	Russian Federation	Russian
Bolivia	Spanish	India	English	Serbia	Serbian
Brazil	Portuguese	Indonesia	Bahasa Indonesia	Singapore	English
Bulgaria	Bulgarian and English	Ireland	English	South Africa	English
Canada	English and French	Italy	English and Italian	South Korea	Korean
Chile	Spanish	Japan	Japanese	Spain	English and Spanish
China	Mandarin	Kazakhstan	Russian	Switzerland	English, French, and German
Colombia	Spanish	Kenya	English and Kiswahili	Taiwan	Mandarin
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Thailand	English and Thai
Czech Republic	Czech and English	Mexico	Spanish	Ukraine	Russian
Dominican Republic	Spanish	Nicaragua	Spanish	United Arab Emirates	English
Ecuador	Spanish	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Paraguay	Spanish	United States	English and Spanish
France	English and French	Peru	Spanish	Uruguay	Spanish
Germany	English and German	Philippines	English and Filipino	Venezuela	Spanish
Greece	Greek	Poland	Polish	Vietnam	Vietnamese

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Portuguese (Brazilian)
Spanish	Bahasa Indonesia	Greek	Portuguese (European)
	Bahasa Malaysia	Hungarian	Romanian
	Bulgarian	Italian	Russian
	Czech	Japanese	Serbian
	English	Kiswahili	Spanish (European)
	Filipino	Korean	Spanish (Latin American)
	French (Canadian)	Mandarin	Thai
	French (European)	Polish	Vietnamese

Coping with Traumatic Events (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Traumatic events can range from acts of terrorism or war to natural disasters, among others. Whatever form they take, when trauma hits close to home, it can be hard to process. This program helps identify and normalize reaction to traumatic events. Participants will explore the broad emotional impact and look at healthy ways to cope.

Participants will:
- Define what a "critical incident" is
- Discuss expected expressions of grief
- Identify appropriate means of support
- Learn effective stress-reduction techniques
- Examine strategies for helping children cope
- Determine when to seek professional support
- Explore the range of normal responses to a critical incident

Planning tip: This program can be beneficial for anyone who has been affected by a traumatic event, no matter how remote it may seem.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hungary	English and Hungarian	Poland	English and Polish
Australia	English	India	English	Portugal	Portuguese
Austria	English	Indonesia	Bahasa Indonesia	Puerto Rico	English
Belgium	English	Ireland	English	Romania	Romanian
Bolivia	Spanish	Israel	English	Russian Federation	Russian
Bulgaria	Bulgarian and English	Italy	English and Italian	Serbia	Serbian
Canada	French	Japan	Japanese	Singapore	English
Chile	Spanish	Kazakhstan	Russian	Slovakia	English and Slovakian
Colombia	Spanish	Kenya	English and Kiswahili	South Africa	English
Costa Rica	Spanish	Luxembourg	English	Spain	English and Spanish
Czech Republic	Czech and English	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Dominican Republic	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Ecuador	Spanish	Netherlands	English	Thailand	English and Thai
Egypt	Arabic and English	New Zealand	English	Trinidad and Tobago	English
El Salvador	Spanish	Nicaragua	Spanish	Turkey	Turkish
France	French	Nigeria	English	Ukraine	Russian
Germany	English	Pakistan	English and Urdu	United Kingdom	English
Greece	English and Greek	Panama	Spanish	United States	English and Spanish
Guatemala	Spanish	Paraguay	Spanish	Uruguay	Spanish
Honduras	Spanish	Peru	Spanish	Venezuela	Spanish
Hong Kong	Cantonese and English	Philippines	English		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Italian	Russian
Spanish	Bahasa Indonesia	Japanese	Serbian
	Bulgarian	Kiswahili	Spanish (European)
	English	Korean	Spanish (Latin American)
	French (Canadian)	Mandarin	Thai
	French (European)	Polish	Turkish
	German	Portuguese (Brazilian)	Urdu
	Greek	Portuguese (European)	Vietnamese
	Hungarian	Romanian	

Dealing with Grief and Loss (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Loss is a constant in life. Employees are often left alone to deal with loss, feeling isolated and unsupported in the work environment. The predominant unspoken message is, "you should be over this by now." This seminar will look at various types of loss, identify what co-workers can expect after a loss, explore the grief process and provide guidelines for appropriate support.

Participants will:
- Gain a better understanding of loss
- Examine how grief is experienced
- Leave the session with some useful tools to better work through grief and loss

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Guatemala	Spanish	Philippines	English and Filipino
Australia	English	Honduras	Spanish	Poland	English and Polish
Austria	German	Hong Kong	Cantonese and English	Portugal	English and Portuguese
Belgium	Dutch and English	Hungary	English and Hungarian	Romania	English and Romanian
Bolivia	Spanish	India	English	Russian Federation	Russian
Brazil	Portuguese	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bulgaria	Bulgarian and English	Italy	English and Italian	Singapore	English
Canada	English and French	Japan	English and Japanese	Spain	English and Spanish
Chile	Spanish	Kazakhstan	Russian	Switzerland	English, French, and German
China	Mandarin	Kenya	English and Kiswahili	Taiwan	English and Mandarin
Colombia	Spanish	Luxembourg	English	Thailand	English and Thai
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Turkey	Turkish
Czech Republic	Czech and English	Mexico	Spanish	Ukraine	Russian
Dominican Republic	Spanish	Netherlands	Dutch and English	United Arab Emirates	English
Ecuador	Spanish	Nicaragua	Spanish	United Kingdom	English
El Salvador	Spanish	Pakistan	English and Urdu	United States	English and Spanish
France	French	Panama	Spanish	Uruguay	Spanish
Germany	English and German	Paraguay	Spanish	Venezuela	Spanish
Greece	Greek	Peru	Spanish	Vietnam	Vietnamese

Webinar training currently available in the following languages:
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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Portuguese (European)
Spanish	Bahasa Indonesia	German	Romanian
	Bahasa Malaysia	Greek	Russian
	Bulgarian	Hungarian	Serbian
	Cantonese	Italian	Spanish (European)
	Czech	Japanese	Spanish (Latin American)
	Dutch	Kiswahili	Thai
	English	Mandarin	Turkish
	Filipino	Polish	Urdu
	French (Canadian)	Portuguese (Brazilian)	Vietnamese

Embracing Happiness (*can also be verbally adapted for COVID-19 relevancy)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This session aims to educate on the basics behind the science and benefits of happiness. Measuring happiness, the psychology and symptoms of happiness, and strategies to choose happiness are all covered. This course encourages introspection into your own perceptions and feelings of happiness to help determine how you can encourage and embrace happiness in your life.

Participants will:
- Understand how people may define happiness
- Discuss how happiness could be measured
- Understand the concept of positive psychology
- Discuss the strategies in choosing happiness

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Ireland	English	Russian Federation	Russian
Australia	English	Italy	English and Italian	Serbia	Serbian
Austria	German	Japan	English and Japanese	Singapore	English
Belgium	Dutch, English, and French	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Luxembourg	Dutch, English, and French	South Africa	English
Canada	English and French	Malaysia	Bahasa Malaysia and English	South Korea	Korean
Chile	Spanish	Mexico	Spanish	Spain	English and Spanish
China	Mandarin	Netherlands	Dutch and English	Switzerland	English, French, and German
Colombia	Spanish	New Zealand	English	Taiwan	English and Mandarin
Czech Republic	Czech and English	Pakistan	English and Urdu	Thailand	English and Thai
Ecuador	Spanish	Panama	Spanish	Turkey	Turkish
El Salvador	Spanish	Peru	Spanish	United Arab Emirates	English
Greece	English and Greek	Philippines	English and Filipino	United Kingdom	English
Hong Kong	Cantonese and English	Poland	Polish	United States	English and Spanish
Hungary	English and Hungarian	Portugal	Portuguese	Uruguay	Spanish
India	English	Puerto Rico	English	Venezuela	Spanish
Indonesia	Bahasa Indonesia	Romania	English and Romanian	Vietnam	English and Vietnamese

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Russian
Spanish	Bahasa Indonesia	Greek	Serbian
	Bahasa Malaysia	Hungarian	Slovakian
	Bulgarian	Italian	Spanish (European)
	Cantonese	Japanese	Spanish (Latin American)
	Czech	Kiswahili	Thai
	Dutch	Korean	Turkish
	English	Mandarin	Urdu
	Filipino	Polish	Vietnamese
	French (Canadian)	Portuguese (European)	
	French (European)	Romanian	

How to Create Passion and Motivation in the Workplace
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
A thought-provoking program designed to encourage participants to energize themselves, content covers creating a productive work environment and self-motivation. The value of goal setting and achievement is also discussed.

Participants will:
- Develop and write a team mission
- Create an action plan to inspire passion
- Recognize the sources of passion and motivation
- Develop skills for inspiring others to do their best
- Discuss the significance of Emotional Intelligence (EQ)
- Explore how passion can enhance or interfere with goals
- Identify ways to inspire passion and motivation in the workplace

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Italy	English and Italian	Serbia	Serbian
Bolivia	Spanish	Japan	Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	Slovakia	English and Slovak
Chile	Spanish	Malaysia	Bahasa Malaysia and English	South Africa	English
Colombia	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Costa Rica	Spanish	New Zealand	English	Taiwan	English and Mandarin
Czech Republic	Czech and English	Nicaragua	Spanish	Trinidad and Tobago	English
Dominican Republic	Spanish	Panama	Spanish	Ukraine	Russian
Ecuador	Spanish	Paraguay	Spanish	United Arab Emirates	English
El Salvador	Spanish	Peru	Spanish	United Kingdom	English
Germany	English and German	Philippines	English	United States	English and Spanish
Greece	English and Greece	Portugal	Portuguese	Uruguay	Spanish
Guatemala	Spanish	Puerto Rico	English	Venezuela	Spanish
Honduras	Spanish	Romania	English and Romanian	Vietnam	English and Vietnamese
India	English	Russian Federation	Russian		

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Romanian
Spanish	Bahasa Malaysia	Greek	Russian
	Bulgarian	Italian	Serbian
	Czech	Japanese	Spanish (Latin American)
	English	Kiswahili	Vietnamese
	French (Canadian)	Mandarin	
	French (European)	Portuguese (European)	

How to Understand and Develop Emotional Intelligence
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Attendees will learn all about Emotional Intelligence (EQ) – from its definition to strategies for enhancing it. This program will help participants identify stress reduction techniques and guide them through writing their own action plan for developing their EQ.

Participants will:
- Define EQ
- Assess individual EQs
- Develop a "feeling" vocabulary
- Examine the basic concepts of EQ
- Write an action plan for developing EQ
- Determine the benefits of a healthy EQ
- Explore strategies for enhancing EQ skills
- Identify appropriate stress reduction techniques

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hungary	English and Hungarian	Portugal	Portuguese
Australia	English	India	English	Puerto Rico	English
Austria	English	Indonesia	Bahasa Indonesia	Romania	Romanian
Belgium	English	Ireland	English	Russian Federation	Russian
Bolivia	Spanish	Italy	English and Italian	Serbia	Serbian
Bulgaria	Bulgarian and English	Japan	Japanese	Singapore	English
Canada	English and French	Kazakhstan	Russian	Slovakia	English and Slovakian
Chile	Spanish	Kenya	English and Kiswahili	South Africa	English
Colombia	Spanish	Luxembourg	English	Spain	English and Spanish
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Czech Republic	Czech and English	Mexico	Spanish	Taiwan	English and Mandarin
Dominican Republic	Spanish	Netherlands	English	Thailand	English and Thai
Ecuador	Spanish	New Zealand	English	Trinidad and Tobago	English
Egypt	Arabic and English	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Nigeria	English	United Arab Emirates	English
France	French	Pakistan	English and Urdu	United Kingdom	English
Germany	English	Panama	Spanish	United States	English and Spanish
Greece	English and Greek	Paraguay	Spanish	Uruguay	Spanish
Guatemala	Spanish	Peru	Spanish	Venezuela	Spanish
Honduras	Spanish	Philippines	English		
Hong Kong	Cantonese and English	Poland	English and Polish		

Webinar training currently available in the following languages:
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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Romanian
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Hungarian	Serbian
	Bulgarian	Italian	Slovakian
	Cantonese	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	English	Mandarin	Thai
	French (Canadian)	Polish	Urdu
	French (European)	Portuguese (European)	

Mindfulness
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Mindfulness practices, such as meditation, have become more mainstream in recent years. This training program uses lecture, guided meditation exercises, written exercises and group discussion as an introduction to how mindfulness practices can be incorporated into one's routine and help improve overall health.

Program will:
- Discuss how stress affects our health and day-to-day lives
- Learn the meaning of being "present" and in the moment
- Learn the physical and mental health benefits of mindfulness practices

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Puerto Rico	English
Australia	English	Indonesia	Bahasa Indonesia	Romania	English and Romanian
Austria	English and German	Ireland	English	Russian Federation	Russian
Belgium	Dutch, English, and French	Italy	English and Italian	Serbia	Serbian
Brazil	Portuguese	Japan	English and Japanese	Singapore	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	Slovakia	English
Canada	English and French	Kenya	English and Kiswahili	South Africa	English
Chile	Spanish	Luxembourg	Dutch, English, and French	South Korea	Korean
Colombia	Spanish	Malaysia	Bahasa Malaysia and English	Spain	English and Spanish
Costa Rica	Spanish	Mexico	Spanish	Switzerland	English, French, and German
Czech Republic	Czech	Netherlands	Dutch and English	Taiwan	English and Mandarin
Ecuador	Spanish	New Zealand	English	Thailand	English and Thai
El Salvador	Spanish	Nigeria	English	Turkey	Turkish
France	French	Pakistan	English and Urdu	Ukraine	Russian
Germany	English and German	Panama	Spanish	United Arab Emirates	English
Greece	English and Greek	Peru	Spanish	United Kingdom	English
Guatemala	Spanish	Philippines	English and Filipino	United States	English and Spanish
Hong Kong	English	Poland	Polish	Uruguay	Spanish
Hungary	English and Hungarian	Portugal	English and Portuguese	Vietnam	English and Vietnamese

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Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Russian
Spanish	Bahasa Indonesia	Hungarian	Serbian
	Bahasa Malaysia	Italian	Slovakian
	Bulgarian	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	Dutch	Korean	Turkish
	English	Mandarin	Thai
	Filipino	Polish	Urdu
	French (Canadian)	Portuguese (Brazilian)	Vietnamese
	French (European)	Portuguese (European)	
	German	Romanian	

Planning Your Retirement
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
This program puts participants on a path to satisfying life changes after retirement with useful information on planning for this next life stage. Group discussion encourages participants to share concerns and do some collaborative problem-solving.

Participants will:
- Explore retirement options
- Define the "new retirement"
- Create a personal retirement action plan
- Identify ways retirement affects sense of self
- Examine the impact career has on identity and self-esteem
- Discuss the potential losses (and gains) that come as part of retirement

Planning tip: Please advise participants that this is not a financial planning seminar. The continuum of psychosocial issues of retirement will be addressed.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	India	English	Puerto Rico	English
Australia	English	Indonesia	Bahasa Indonesia and English	Romania	English and Romanian
Austria	German	Italy	English and Italian	Russian Federation	Russian
Brazil	Portuguese	Japan	English and Japanese	Singapore	English
Canada	English and French	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Chile	Spanish	Malaysia	Bahasa Malaysia and English	South Africa	English
Colombia	Spanish	Mexico	Spanish	South Korea	Korean
Costa Rica	Spanish	New Zealand	English	Spain	English and Spanish
Czech Republic	Czech	Panama	Spanish	Switzerland	English, French, and German
Egypt	Arabic and English	Peru	Spanish	Taiwan	English and Mandarin
Greece	English and Greek	Philippines	English and Filipino	Thailand	English and Thai
Hong Kong	Cantonese and English	Poland	Polish	United Kingdom	English
Hungary	English and Hungarian	Portugal	Portuguese	United States	English and Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	French (European)	Polish
Spanish	Bahasa Indonesia	German	Portuguese (Brazilian)
	Bahasa Malaysia	Greek	Portuguese (European)
	Cantonese	Hungarian	Romanian
	Czech	Italian	Russian
	Dutch	Japanese	Slovakian
	English	Kiswahili	Spanish (European)
	Filipino	Korean	Spanish (Latin American)
	French (Canadian)	Mandarin	Thai

Social Media: Use and Misuse
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

It is easy to demonize social media and to think of all the negative unintended consequences that it can have on our lives. In this workshop we explore both sides of the issue, recognizing that there are great benefits and many reasons for us to engage with social media. Of course, there is a downside too, if it becomes too compulsive and if we are unable to switch off. We all read about it having the potential to be addictive and harmful. There are many simple changes we can make that helps keep social media fun and relevant.

Participants will:
- Learn the broader physiological context for social media use
- Build a framework for thinking about social media use
- Be equipped with tools to help manage social media use
- Gain understanding of how to talk to their children, young and adolescents about these issues

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Honduras	Spanish	Romania	English and Romanian
Australia	English	Hungary	English and Hungarian	Russian Federation	Russian
Austria	English and German	India	English	Serbia	Serbian
Bolivia	Spanish	Indonesia	Bahasa Indonesia	Singapore	English
Brazil	Portuguese	Ireland	English	South Africa	English
Bulgaria	Bulgarian and English	Italy	English and Italian	South Korea	Korean
Chile	Spanish	Japan	Japanese	Spain	English and Spanish
China	Mandarin	Kazakhstan	Russian	Switzerland	English, French, and German
Colombia	Spanish	Kenya	English and Kiswahili	Taiwan	Mandarin
Costa Rica	Spanish	Malaysia	Bahasa Malaysia and English	Thailand	English and Thai
Czech Republic	Czech and English	Mexico	Spanish	Ukraine	Russian
Dominican Republic	Spanish	Nicaragua	Spanish	United Arab Emirates	English
Ecuador	Spanish	Panama	Spanish	United Kingdom	English
El Salvador	Spanish	Paraguay	Spanish	United States	English and Spanish
France	French	Peru	Spanish	Uruguay	Spanish
Germany	English and German	Philippines	English and Filipino	Venezuela	Spanish
Guatemala	Spanish	Portugal	Portuguese	Vietnam	Vietnamese

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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Portuguese (European)
Spanish	Bahasa Indonesia	Hungarian	Romanian
	Bahasa Malaysia	Italian	Russian
	Bulgarian	Japanese	Serbian
	Czech	Kiswahili	Spanish (European)
	English	Korean	Spanish (Latin American)
	Filipino	Mandarin	Thai
	French (European)	Polish	Vietnamese
	German	Portuguese (Brazilian)	

How to Simplify Your Life
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights also include examinations of inner pressures and how excuse-making helps people avoid change.

Participants will:
- Define values and beliefs
- Identify methods for decluttering
- Explore streamlining chores and commitments
- Discuss the importance of supportive relationships
- Write a personal action plan for how to simplify life

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Guatemala	Spanish	Romania	English and Romanian
Belgium	English	Honduras	Spanish	Russian Federation	Russian
Bolivia	Spanish	India	English	Serbia	English andSerbian
Brazil	Portuguese	Indonesia	Bahasa Indonesia	Singapore	English
Bulgaria	Bulgarian and English	Japan	Japanese	Slovakia	English and Slovakian
Chile	Spanish	Kazakhstan	Russian	South Korea	Korean
China	Mandarin	Malaysia	Bahasa Malaysia and English	Switzerland	English, French, and German
Colombia	Spanish	Mexico	Spanish	Taiwan	English and Mandarin
Costa Rica	Spanish	New Zealand	English	Ukraine	Russian
Czech Republic	Czech and English	Nicaragua	Spanish	Uruguay	Spanish
Dominican Republic	Spanish	Panama	Spanish	United Arab Emirates	English
Ecuador	Spanish	Paraguay	Spanish	United Kingdom	English
Egypt	Arabic and English	Peru	Spanish	United States	English and Spanish
El Salvador	Spanish	Portugal	Portuguese	Venezuela	Spanish
Greece	English and Greek	Puerto Rico	English	Vietnam	Vietnamese

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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	German	Romanian
Spanish	Bahasa Indonesia	Greek	Russian
	Bahasa Malaysia	Japanese	Serbian
	Bulgarian	Korean	Slovakian
	Czech	Mandarin	Spanish (Latin American)
	English	Portuguese (Brazilian)	Vietnamese
	French (European)	Portuguese (European)	

How to Slow Down (US Only)
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
The benefits of slowing down and pacing are examined along with strategies for managing time. This program takes a serious look at the factors contributing to the frenetic pace of today's world and also identifies why we feel so rushed. In addition, attendees will get practical suggestions for gaining control of the stress created by our environment.
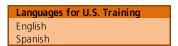
Participants will:
- Examine belief systems
- Explore why we feel rushed
- Create an action plan to identify ways to slow down
- Identify strategies to slow down and enjoy life more
- Explain how slowing down will help us work more productively

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language
Puerto Rico	English and Spanish	United States	English and Spanish

Webinar training currently available in the following languages:
- Trainings in non-English languages will only be delivered on the client's web platform. Please select "client" from the "webinar supplied by" drop down menu on the online training form.
- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training
English
Spanish

Making the Most of Your Working Day
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
How would you describe a productive day? A non-productive one? Understanding the importance of time management is central to success in all endeavors, as well as our overall sense of contentment.
This training uses lecture, written exercises and group discussion to help you find ways to make the most of your time and, most importantly, make time for yourself.

Participants will:
- Learn strategies for better time management
- Discuss the importance of balance and finding time for oneself
- Provide insight into how perfectionism and procrastination get in the way of productivity
- Discuss how to classify tasks in terms of importance, how to negotiate with others when you're overwhelmed as well as how to minimize distractions

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Japan	Japanese	Serbia	Serbian
Australia	English	Kazakhstan	Russian	Singapore	English
Austria	German	Kenya	English and Kiswahili	Slovakia	English and Slovakian
Belgium	Dutch, English, and French	Luxembourg	Dutch, English, and French	South Africa	English
Bulgaria	Bulgarian and English	Malaysia	Bahasa Malaysia and English	South Korea	Korean
Chile	Spanish	Mexico	Spanish	Spain	English and Spanish
China	Mandarin	Netherlands	Dutch and English	Switzerland	English, French, and German
Colombia	Spanish	New Zealand	English	Taiwan	English and Mandarin
Czech Republic	Czech and English	Pakistan	English and Urdu	Thailand	English and Thai
Egypt	Arabic and English	Panama	Spanish	Trinidad and Tobago	English
Greece	English and Greek	Peru	Spanish	Ukraine	Russian
Hong Kong	English	Philippines	English and Filipino	United Arab Emirates	English
Hungary	English and Hungarian	Poland	Polish	United Kingdom	English
India	English	Portugal	Portuguese	United States	English and Spanish
Indonesia	Bahasa Indonesia	Puerto Rico	English	Vietnam	English and Vietnamese
Ireland	English	Romania	English and Romanian		
Italy	English and Italian	Russian Federation	Russian		

Webinar training currently available in the following languages:
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- Optum does not permit trainings to be recorded when utilizing a client's web platform.

Languages for U.S. Training	Languages for Non-U.S. Training		
English	Arabic	Greek	Russian
Spanish	Bahasa Indonesia	Hungarian	Serbian
	Bahasa Malaysia	Italian	Slovakian
	Bulgarian	Japanese	Spanish (European)
	Czech	Kiswahili	Spanish (Latin American)
	Dutch	Korean	Thai
	English	Mandarin	Urdu
	Filipino	Polish	Vietnamese
	French (European)	Portuguese (European)	
	German	Romanian	

COVID-19 Related Training

Parenting and Family
- Covid-19: Preparing You and Your Family to Return to Work

Personal Growth and Managing Change
- Covid-19: Best Practices for Working Remotely
- Covid-19: Employees in a Heightened Emotional State

Management Resources
- Covid-19: Managing Employees in a Heightened Emotional State
- Covid-19: Managing Remote Workers
- Covid-19: Reintegration of Workforce - Managing Fear and Anxiety Around COVID-19

Stress Management
- Covid-19: Living in Uncertain Times During COVID-19

The following training sessions can also be verbally adapted for COVID-19 relevancy:
- Building Resiliency for Managers
- Building Your Resilience
- Preventing Burnout
- Coping with Traumatic Events
- Critical Incident Stress for Managers
- Dealing with Grief and Loss
- Eating Healthy for Less
- Embracing Happiness
- Get the Best of Stress
- How to Beat Fatigue and Sleep Better
- How to Create a Respectful Workplace
- Maintaining Balance in Life
- Making Time for Fitness
- Mental Health Fundamentals for Managers

Covid-19: Preparing You and Your Family to Return to Work
Targeted Audience: All employees
Delivery Time: 30-minutes with Q&A
There are many facets that are part of returning to a new work world. We will discuss the various parts including how we feel, what we need and what to be mindful of. This class will encourage discussion and strategies to help us adjust in the coming months.

Participants will:
Discuss the range of emotions of returning to work
- Review what to work on before going back and visualization
- Learn about mitigating the risk of resurgence
- Discuss lessons learned

Languages:

U.S. – English only
Non-U.S. – See list below

Non-U.S. Languages		
Arabic	Hungarian	Russian
Bahasa Indonesia	Italian	Spanish (European)
Bulgarian	Japanese	Spanish (Latin American)
English	Mandarin	Thai
French (European)	Polish	Turkish
German	Portuguese (Brazilian)	Vietnamese
Greek	Portuguese (European)	

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Covid-19: Best Practices for Working Remotely During COVID-19
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A

Learning to work from home 100% of the time will require adaptability and a new set of skills. This program will outline strategies for communication, productivity, and time management all within the context of working from your home environment. Discussions will include how to work around your children, how to manage distractions and how to cope with the unique emotional pressures of working away from the office.

Participants will:
- Learn to adapt to a new way of working
- Create routines to manage their day
- Discuss setting up their workspace
- Identify ways of to communicate and stay connected
- Learn how to set boundaries
- Discuss the importance of self-care

Languages:

U.S. – English only
Non-U.S. – See list below

Non-U.S. Languages		
Arabic	Hungarian	Portuguese (European)
Bahasa Indonesia	Italian	Russian
Bulgarian	Japanese	Spanish (European)
English	Kiswahili	Spanish (Latin American)
French (Canadian)	Korean	Thai
French (European)	Mandarin	Turkish
German	Polish	Urdu
Greek	Portuguese (Brazilian)	Vietnamese

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Covid-19: Employees in a Heightened Emotional State
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
Given the current conditions due to the pandemic, it is no surprise that many employees are succumbing to heightened emotions. Many are torn between the frustration of being stuck at home and the fear of returning to the office. Concerns over children and elderly family members only exacerbate these emotions. This program will talk through some of the challenge's employees are facing and participants will learn how to take care of themselves in ways that can alleviate emotional distress and make an action plan for success

Participants will:
- Learn more about the range of their emotions
- Understand the difference between their old workplace and the new workplace
- Identify their responses to working from home
- Prepare for uncertainty
- Create an action plan to regulate their emotions

Languages:

U.S. – English only
Non-U.S. – See list below

Non-U.S. Languages		
Arabic	Hungarian	Portuguese (European)
Bahasa Indonesia	Italian	Russian
Bulgarian	Japanese	Spanish (European)
English	Kiswahili	Spanish (Latin American)
French (Canadian)	Korean	Thai
French (European)	Mandarin	Turkish
German	Portuguese (Brazilian)	Vietnamese

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Covid-19: Living in Uncertain Times during COVID-19
Targeted Audience: All employees
Delivery Time: 1-hour with Q&A
We are all living in unprecedented times, which foster worry and anxiety. Heightened worry and fear can only make trigger events worse than they already are. Controlling the way that we process the events is the goal of this seminar.

Participants will:
- Learn to accept the new reality and new expectations that we will all be living with
- Explore options to help us adjust as best as possible
- Discuss what strategies will work for each of us
- Understand the challenges that we are and will be facing

Languages:

U.S. – English only
Non-U.S. – See list below

Non-U.S. Languages		
Arabic	Hungarian	Romanian
Bahasa Indonesia	Italian	Russian
Bulgarian	Japanese	Serbian
English	Kiswahili	Spanish (European)
French (Canadian)	Mandarin	Spanish (Latin American)
French (European)	Polish	Thai
German	Portuguese (Brazilian)	Turkish
Greek	Portuguese (European)	Vietnamese

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Covid-19: Managing Employees in a Heightened Emotional State
Targeted Audience: Managers and Supervisors
Delivery Time: 1- hour with Q&A session
This program will help managers recognize how to define their employees' emotional state. Focusing on managers' self-care as an exemplary role model will be discussed. Identifying employees that need extra assistance and practicing communication/referral skills. This program will encourage leaders to be compassionate and have teams that can thrive during these times.

Participants will:
- Recognize the concerns and challenges everyone faces with the pandemic
- Learn to focus on themselves first in order to lead through crisis and adjust to "The New Normal"
- Recognize struggling employees and how to help them
- Explore how to face leadership challenges and lead successfully through COVID-19

Languages:

U.S. – English only
Non-U.S. – See list below

Non-U.S. Languages		
Arabic	Hungarian	Russian
Bahasa Indonesia	Italian	Spanish (European)
Bulgarian	Japanese	Spanish (Latin American)
English	Kiswahili	Thai
French (Canadian)	Mandarin	Turkish
French (European)	Portuguese (Brazilian)	Vietnamese
German	Portuguese (European)	

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Covid-19: Managing Remote Workers
Targeted Audience: Managers and Supervisors
Delivery Time: 1-hour with Q&A
This class addresses the unique challenges that managers of teleworkers face. We'll discuss reservations of allowing work from home; realities of today's workplace; the characteristics of good tele-managers and good candidates; potential benefits to managers and challenges.

Participants will:
- Define teleworkers
- Discuss realities of today's workplace
- Learn characteristics of good tele-managers
- Review potential benefits to managers
- Identify manager challenges
- Learn how to help teleworkers succeed

Languages:

U.S. – English only
Non-U.S. – See list below

Non-U.S. Languages		
Arabic	Hungarian	Russian
Bulgarian	Italian	Spanish (European)
English	Japanese	Spanish (Latin American)
French (Canadian)	Korean	Thai
French (European)	Mandarin	Turkish
German	Polish	Urdu
Greek	Portuguese (European)	Vietnamese

*Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Covid-19: Reintegration of Workforce - Managing Fear and Anxiety around COVID-19
Targeted Audience: Managers and Supervisors
Delivery Time: 1-hour with Q&A
Fears and anxieties are made up of thoughts that are based upon either personal experiences or beliefs of the world today. Pretending that these thoughts and fears do not exist, or are not that bad, can make them worse. In this class, we will learn how to talk through our thoughts to realize that our fears and anxieties are manageable and controllable to get you through these challenging times.

Participants will:
- Discuss fears and anxiety during a pandemic
- Review childhood and adult fears
- Learn about the power of thought
- Discuss mindfulness and acceptance
- Learn breathing exercises and soothing techniques

Languages:

U.S. – English only
Non-U.S. – See list below

Non-U.S. Languages		
Arabic	Italian	Russian
Bahasa Indonesia	Japanese	Serbian
Bulgarian	Korean	Spanish (European)
English	Mandarin	Spanish (Latin American)
French (European)	Polish	Thai
German	Portuguese (Brazilian)	Turkish
Greek	Portuguese (European)	Vietnamese
Hungarian	Romanian	

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Management Consultation

Optum provides managers and supervisors with the confidence and resources to handle everyday challenges of people management. Being a successful and confident manager requires the ability to effectively face complex situations and demands. Most of the time, managers are well equipped and prepared to handle staff issues. However, issues such as behavior, performance or even dress and personal hygiene can create tensions and strain relationships if not addressed, or worse, if addressed badly. It can be challenging to balance concern for the employee while directly addressing underlying staff issue(s). Optum services provide support to help managers productively and fairly tackle such topics while still achieving a positive outcome.

Typical management issues include:

• Coaching a newly promoted employee who is not performing to expectations
• Managing a problematic employee and the effect their behavior is having on the team
• Breaking bad news
• Dealing with a bullying boss or organization
• Supporting an individual or team through the effects that substance abuse may have within workplaces

Keep in mind that contacting your Employee Assistance Program (EAP) for Manager Consultation Service is not intended to take the place of Human Resources (HR) or internal consulting services, but as an additional source of support for managers.

To access Optum's Manager Consultation Service, place a call to your EAP. Managers and supervisors are connected with consultants who have experience in managing people and broader organizational issues.

Critical Incident Response Services (CIRS)

Critical Incident Response Service is a service provided by Optum® that offers trauma support in response to an unplanned event. The goal is to help your colleagues and team recover quickly and return to their daily lives and work. The program can also help reduce the risk of post-traumatic stress.

A critical incident (or trauma) is any sudden or unexpected incident that can greatly impact a person's physical, emotional or psychological wellbeing or sense of safety. It can include:

• The death of a colleague or customer
• A workplace accident
• Security threat or terrorist incident
• Offering support after a fire, flood or other major incident.

To arrange for on-site CIRS, please call Optum using your EAP phone number and listen for the prompts.